

Temporary Staffing Services
Attachment A – Instructions and Other Information
9/15/2008-9/14/2013

1. **Determine the job classification.** To decide the appropriate job classification, review the list of available job titles and corresponding minimum skills sets on Attachment B. Select the job classification that best matches the work you need done. The available administrative/clerical job classifications are: Clerk, Senior Clerk, ___Assistant I-III, Medical Front Desk/File Clerk, Administrative Specialist, Administrative Analyst, and Executive Secretary, The available accounting job classifications are: Accountant I-IV.
2. **Hire a temporary agency employee.** First contact the Primary Agreement Vendor listed on Attachment B for the selected job classification. If the Primary Vendor cannot provide an employee within the selected job classification, or the department's time requirements, the Secondary Vendor may be contacted. Similarly, the Tertiary Vendor may be called if the Primary and Secondary Vendors cannot fill the position. If the contact person or alternate is not in the office at the time of UCSB's phone call, the hiring department may select the next alternate agency.
3. You may interview several eligible applicants, or you may hire whomever the agency sends first.
4. When you have selected a temporary employee, contact the appropriate vendor and "order" that employee using your department's Low Value Purchase Authorization number.
5. **Department places the order.** Each order shall specify ordering location; job classification of the position to be filled; requested duration of the assignment in hours, days, weeks, and/or months; and desired bill rate.
6. Department placing the order will be notified within 30 minutes (15 minutes for Rush Orders) that the order has been received.
7. Until the order is filled, status will be given to the UC representative hourly or at mutually agreed upon intervals.
8. Once order is filled, the vendor will perform beginning of assignment checks with both supervisor and employee, follow-up with quality control checks in the early afternoon and end-of-day check on assignments of more than one day. Calls to the supervisor to determine that status of order extension or terminations on all assigned temporary personnel shall occur at the end of the business day.
9. Orders placed before 2:00 pm will be filled by the next day.
10. **100% Services Guarantee** and reimbursement of the fees associated with the number of hours listed below for unsatisfactory work performance:
 - AppleOne – 8 hours for Administrative/Clerical and 16 hours for Accounting
 - Spherion – all hours worked for Administrative/Clerical and Accounting
 - Manpower – 8 hours for Administrative/Clerical
 - TeamPersona – 8 hours for Accounting

11. The hiring department will continue to have the responsibility of assuring that the information on the original time card is completed accurately, including LVPA number, and has the correct signature to authorize payment. Agencies will send two (2) copies of the invoice and one (1) copy of the time card to Accounting where special method (“green block”) payment processing will be used. Departments only have two (2) weeks from data entry in Accounting to receive and review invoice copies before payment occurs.

Questions regarding the invoice process can be directed to Bernice Yost (bernice.yost@accounting.ucsb.edu, x4288). Your contact in the Purchasing Department is Chris Curless (chris.curless@purc.ucsb.edu, x4638) and Melinda Crawford in Human Resources (melinda.crawford@hr.ucsb.edu, x5781).

Note: These instructions are valid only for the administrative/clerical and accounting job classifications listed on Attachment B. Please contact Chris Curless or Melinda Crawford when requesting the use of other job classifications or vendors not listed in this document.