UTempHires User Guide for Clients

A guide for requesting temporary employees from the UTemp Staffing Program of the University of Washington

UTemp Staffing Program, Campus Human Resources Operations
Revised 1/8/2015
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UTempHires User Guide for Clients

**INTRODUCTION**

This user guide provides step-by-step instructions for requesting and managing information of temporary employees through UTemp Staffing Program’s UTempHires.

**TERMINOLOGY**

**Job Order Statuses**

- **New**: Job order has been submitted
- **In Progress**: Staffing specialist is working to identify a candidate
- **Filled**: Candidate is working on a temp assignment
- **Completed**: Candidate has completed the assignment
- **Canceled**: Job order was canceled by requestor, or qualified candidate was not identified

**Roles**

- **Requestor**: The person who submits the job order request
- **Supervisor**: The person who oversees the work of the temp employee, receives confirmation email at the end of the job, and receives email request to complete evaluation.
- **Timesheet**: The person who is set up on the UWTimesheet system to approve the temp
- **Approver**: employee’s timesheet(s); most often this is the supervisor, but not always. One back-up may also be added, as needed.
- **Billing**: The person who receives the email of the Internal Sales Document (ISD), or
- **Contact**: billing confirmation; this should be the person who reconciles the unit’s budgets. Three backups may also be added as needed.
Other Terms

**Single Task**  Repetition of same/similar task during assignment; e.g., filing or data entry.

**Job Code**  The four-digit code associated with all UW payroll job titles (also referred to as job class code).

**Job Title**  Official payroll title associated with the job code; the job title (as designated by UW Compensation) is the official payroll title and class specification.

**Job Class**  The job specification that is used to determine a position’s job classification; these are general in nature and are not intended to serve as a job description.

**Working Title**  May be the same as the job title associated with a job code, or may be a more descriptive title for the role.

**ISD**  The Internal Sales Document is an email that UTemp sends to departments upon confirmation of billing to the unit.

**OTED**  The Original Temp Employment Date (OTED) is the first day a temp employee started working at the UW in a temporary position. The temp anniversary is the same month and day as the OTED, and the date on which a temp employee’s temp hours accumulation drops back to zero each year.

**Temp Hours**  Temp employees are limited to working 950 hours within a 12-month timeframe beginning with the employees OTED or temp anniversary.
ACCESSING UTempHires

When you are ready to request a temp employee through UTemp Staffing, you may do so via our online Order Form on our UTemp website for managers. You will need to log in with your UW NetID.

Note: If you get an error page while trying to access the Job Order or main Dashboard, you may need to copy/paste the URL into your browser’s address bar; this is due to UW’s online security settings.

The very first time you attempt to log in, you may receive an alert or pop-up message saying there is a problem with the website’s security certificate. Even though the message may say it’s “not recommended” to proceed, in this case, we do recommend you proceed to our trusted site.

The following are examples of how to allow UTempHires content using various browsers; please note that we strongly recommend that you use Internet Explorer for the highest level of compatibility with the Dashboard.

Internet Explorer

![Internet Explorer Image]

FireFox

![FireFox Image]

Chrome

![Chrome Image]
Department Dashboard

Once you log in to UTempHires, you will be taken to your UTempHires Department Dashboard. This is where all of your job orders and related activities reside. Your job orders include any that you requested, where you are listed as a supervisor or timesheet approver, or where you are listed as the billing contact.

**Note:** UTemp Hires has been designed to work with various browsers and devices. You may note that when accessing the tool with a tablet or phone you will see a slightly different “Mobile View.” Using landscape view seems to work better than portrait view on mobile devices.
Active Jobs

This tab shows a list of all active job orders that you have submitted, including New orders, orders In Progress, when a staffing specialist is working on the job, and Filled, when a temp employee is currently working on an assignment.

Inactive Jobs

This tab shows a list of all prior job orders, Completed or Canceled. You may view a past job order and select “Copy” to duplicate a previous request on the list (See the Job Order Copying section for further details).
Evaluations to Complete

When you are listed as a supervisor for a temporary employee through UTempHires, you are asked to provide feedback on both our services and the employee’s performance. This feedback is collected at the end of an assignment via an online evaluation form. Upon completion of the assignment, you will be emailed a link to the evaluation. On your UTempHires Department Dashboard, there is a tab for *Evals to Complete*.

<table>
<thead>
<tr>
<th>Job Number</th>
<th>Title</th>
<th>Employee Name</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Complete Evals</td>
<td>182</td>
<td>Human Resource Assistant</td>
<td>Lucan, Jr., Alberte</td>
</tr>
</tbody>
</table>

You may evaluate the temporary employee on their professional characteristics, as shown below:

![Employee Evaluation Form](image)

*Employee Evaluation: GABSE, MORGAN M.*

- **Job Number**: 313
- **Working Title**: Administrative Assistant
- **Attendance**: Excellent
- **Punctuality**: Fair
- **Productivity**: Excellent
- **Accuracy/Quality**: Excellent
- **Customer Service**: Needs Improvement
- **Motivation/Initiative**: Excellent
- **Interpersonal Communication**: Good
- **Reliability**: Good
- **Flexibility/Adaptability**: Fair
You may also have the opportunity to evaluate the employee on any skills that were selected from the list of Skills entered on the initial job order. This is very useful feedback for UTemp Staffing to receive and review before considering a candidate for another temp assignment.

In addition to providing feedback regarding the employee, you will have the opportunity to provide feedback on the UTemp Staffing Program. We appreciate your feedback. Your evaluations help us learn where we might have missed the mark and allow us to improve our services.
UTemp Evaluation

Was the UTemp Staffing Job Order Request accessible and easy to use?
Yes ▼

If No, Please Explain:

After submission of your job order, did we confirm your request and clarify your staffing needs in a timely manner?
No ▼

it was five hours later.

After clarifying your temporary staffing needs, did we identify a candidate within the timeframe of your staffing need?
Yes ▼

If No, Please Explain:

Was the selected candidate qualified to meet your temporary staffing need?
No ▼

I did not know I could.

Did our representatives treat you with courtesy?
Yes ▼

How would you rate your overall UTemp Staffing experience?
Excellent ▼

Additional comments about UTS:
Jake was so helpful
Evaluation History

The *Eval History* tab allows you to see evaluations you have previously completed.

<table>
<thead>
<tr>
<th>Job Number</th>
<th>Title</th>
<th>Employee Name</th>
<th>End Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>313</td>
<td>Administrative Assistant</td>
<td>GABESE, MORGAN M.</td>
<td>04/16/14</td>
</tr>
</tbody>
</table>

In addition to increasing transparency between UTemp Staffing and our clients, this feature allows you to review the temporary employees who worked for you on previous temp assignments in your unit. You may wish to request a candidate by name when you need assistance on another project. (See related section *Candidate Request*.)
**PLACING A JOB ORDER**

On your Dashboard’s *Active Jobs* tab, click “New Job Order.”

**Requestor Information**

When you log in to UTempHires, your contact information is automatically pulled into the job order as the *Requestor*. If you’ve been asked to submit a request for someone else, you may enter this person’s UW NetID here, or in the *Alternate Contact* field. The person listed as the *Requestor* is whom the staffing specialists call upon receipt of the new job order.

The *Requestor Department* text box allows you to type the appropriate department name for this job order, which is not always the same as what auto-populates and is visible within UTemp’s view of the job order.

![Image of UTempHires interface showing Requestor Information and Requestor Department fields]

**Note:** UTempHires gathers department names of users from what is listed as the “Home Department Budget” within UW’s Online Payroll Updating System (OPUS). Most often, the name of the department that populates, along with the name of the requestor, supervisor, or billing contact, is NOT the name that the department uses every day. Note that this is not visible to you as you complete your order.

Unless you enter your department’s name into the *Requestor Department* field, UTemp will use the name of the department that populates for the supervisor, which may be misleading (see next example).

In this example, the correct department name of “UTemp Staffing” was entered into the *Requestor Department* field. Although UTemp is a unit of Campus HR Operations, this request was for a temp to work within UTemp Staffing, not “HR OPS – UPPER CAMPUS,” which is the budget name in OPUS.
Next, enter the UW NetIDs of the Supervisor, Timesheet Approver(s), and Billing Contact(s). For simplicity (if applicable) you may select the boxes that indicate “Supervisor is same as Requestor” and “Timesheet Approver is same as Supervisor” which will copy the information onto the form. You may also enter the last name and click Lookup, then select the desired person from the resulting list.
While you must select at least one supervisor, timesheet approver, and billing contact, you may also identify additional backups who will receive information regarding this temp assignment. (For additional information regarding Roles, see related section under Terminology.)

To add Additional Entries, click Additional Entries to expand the options.

- Primary Time Sheet Approver NetID:

Timesheet Approver Same as Supervisor

- Primary Billing Contact NetID:

Clicking on the minus sign, will hide the entries from view.

Tip! Enter the person who reconciles your department’s budget(s) as the Primary Billing Contact. If someone else in the department wishes to receive a copy of the ISD, list them as a Backup Billing Contact.

Click “Next” to save the Requestor Information and move on to the next tab for Job Information.
**Job Information**
This screen allows you to provide details of your temporary need so UTemp may quickly clarify the requirements and start identifying a qualified temp employee for you.

**Note:** Required fields are indicated by an asterisk. If you are not certain about what to enter for some fields, then provide your best guess, and UTemp will make any needed updates after speaking with you.
If you know what *Job Code* would apply, enter it in the Job Code field – the *Job Class* will automatically fill in based on the *Job Code* you enter. If you are not sure, your staffing specialist will assist you.

Please provide a *Working Title* for the role, whether that is the same as the *Job Class* or a variation based on alternate tasks the individual will do.

You will be required to provide an *Estimated Hourly Pay Rate*, so that the staffing specialist has a starting point for identifying a qualified temporary employee for your job order. Based on the pay rate you enter, the tool will generate an *Estimated Hourly Bill Rate*, so you may get an estimate of how much your budget will be billed per hour for this temp.

You may type in your estimated *Start* and *End* dates, or use the calendar tool to select the estimated timeframe.

If you need more than one temporary employee (such as needing five temps for four days) simply submit one job order form and say “yes,” you need more than one. We’ll discuss the specifics of this with you upon receipt of your order.
Providing UTemp with the *Reason* for your temporary need, while not required, is useful to our team; it allows us to better estimate the possible duration of the assignment for our clients. For example, if a client needs a temp to help backfill due to a medical leave situation with an uncertain return-to-work date, we may identify a candidate who has plenty of hours available to be extended, should that be necessary. When a temp employee accepts another job and resigns from the temp assignment, replacing that temp with a new candidate is unavoidable. However, whenever possible, we try to avoid having to replace a temp (who has run out of hours) with another temp employee, unless a client specifically asks for this.

Please provide UTemp with a *Description* of the job. This may be robust or succinct. You may provide information about tasks, experience level, relevant issues of the position, or variations of a project.

If you are aware of the %FTE and *Shift*, please provide that. You will be required to provide the *Work Week* and hours information (this defaults to 8 a.m. - 5 p.m., but it's editable). This helps us determine what temp employee may be a good fit based on the schedule you need.
If the times are flexible, note that in the “Additional Info” text box at the bottom of the order form. UTempHires calculates the Estimated Hours of the assignment based on the %FTE, date range, and work week you provided.

Next, provide a general location of the assignment from a drop-down list of options, and the specific address information in a text box to the right.

The last details on this screen include a dropdown option for Dress Code, as well as a text box for any Special Attire required for the assignment. Examples include scrubs, steel-toed boots, weather-appropriate attire, or even notes about the environment, such as fragrance-free. You may also select Physical Requirements, and provide additional information about the assignment here.

Click “Next” to save the Job Information and move on to the next tab for Budget Distribution.
Budget Distribution
You'll need to provide one or more Budget Numbers, to which this temporary employee's work will be billed. When you enter a budget number, UTempHires auto-fills the budget name. If you'd like to assign a Task, Option, or Project data, you may do so, or simply leave the fields blank. You may list up to 10 budget(s) with varied percentage distributions. Note the budgets provided must total 100%.

Click “Next” to save the Budget Distribution and move on to the next tab for Candidate.

Candidate Request
If you’ve worked with a UTemp employee in the past and would like to find out if he or she is available to work for you again, you may submit a new job (or copy the employee's previous order) and request that person by name. You may indicate your request for a particular person on the Candidate tab of a job order. This feature is optional. If you only want a temp if it is that particular person, we suggest calling our office first to check availability. This feature may also be used if you have someone in mind that you would like to hire temporarily through UTemp Staffing, even if they are not a candidate in our pool. We will check to see if the candidate is available and interested in temporary work in your unit.

Click “Next” to save the Candidate information and move on to the next tab for Job Skills.
Job Skills

Another optional feature is the *Job Skills* tab. Although this section is optional, the more details you can provide, the more information your staffing specialist will have available to find you the best match for your needs.

To enter specific skills or programs (for which you “require” the temporary employee to have experience), click the plus sign to expand the options, and select from the extensive list of programs and skills. As you choose various options, the skills you select will appear in a summary to the right.
Note: Please don’t ask for “the works” unless you really need it, as this may cause a delay in finding you a temp within your desired timeframe. Only select UW-specific programs and experience if they are truly needed, e.g., when there’s no one in the department who is able or available to train a temp.

For example, if you need a fiscal specialist to process invoices for payment and reconcile budgets, and there is no one in the department who can train on the required systems (ARIBA Non-PO, BAR/BSR, and MyFD), then you should submit the order as demonstrated on the previous page. However, given these skills and experience are few and far between, your staffing specialist may ask you if the UW systems and experience are truly “required” rather than simply desired. Perhaps the only true required skills are a basic understanding of Accounts Payable, Data Analysis, and Reconciling.

Tip! If there is a particular skill or experience you require, and you don’t see it in the list of skills, click on the Job Information tab and add it to either the Job Description or Additional Info.

When you are finished, click Submit Job Order on this final tab.

Tip! You will receive an automated email from utemp@uw.edu shortly after submitting your order. If you do not receive the email, please contact us so we can confirm on our end whether it was received by the system, or not.

Note: If you neglect to enter something into a required field, you will see a message at the top of the page that identifies what you missed, e.g., “The following information must be provided before the job order can be submitted: Working Title, Estimated Hourly Pay Rate, Estimated Start Date, Estimated End Date, Job Description, Job Location, Dress Code, At least one day must be selected.”
Job Order Copying

When you wish to request the same type of temp employee for a similar position you’ve previously requested, you may Copy it.

On either the Active Jobs tab or the Inactive Jobs tab, select the job you’d like to copy, click the Copy button, and begin entering specifics of the new job order.

Job Code: 7046  Job Class: ADMINISTRATIVE ASSISTANT B
Working Title: Administrative Assistant
Job Description: outlook calendaring (MS Word, Excel, Visio, EPIC, Kronos, MyFinancial desktop), Procurement, Materials Management, HEMMS, budget exposure, experience working with executives, medical/critical setting exposure, and have a high standard when it comes to working with confidential information.
Union Position: No
Hourly Pay Rate: 21
CONFIRMATION OF ASSIGNMENT ENDING

You will receive an automatic email confirming the job order you submitted. If not, check your order and make sure the Requestor UW NetID is correct and you clicked the final “Submit Job Order” button.

Thank you for submitting a request with UTemp Staffing. We will contact you within four business hours to discuss your order. We look forward to working with you to find a temporary employee to fit your needs.

You may find additional information about our program, process, and fees at: http://www.washington.edu/admin/hr/roles/mgr/hr/utemp.html.

You may view your order(s) here: https://myhr.admin.washington.edu/uwnetid/uwcox/dep/home.aspx

Thank you.
UTemp Staffing Program  Campus Human Resources Operations
206-543-3952  utemp@uw.edu  UTemp Homepage

The job order will now display on your Active Jobs tab of your Department Dashboard, with the status of New. Once the new order has been assigned to a staffing specialist, he/she will change the status to In Process.

When a qualified temporary employee is assigned to your job order, the status of the job order will change to Filled.
REQUESTING EXTENSIONS

Two days before the end of a temporary employee’s assignment, the supervisor will receive an email confirming the temp employee’s anticipated last day with the department. The supervisor may reply to that email to request an extension of an employee’s assignment.

At any point during the assignment, if you would like to inquire about an extension, please email the following information to utemp@uw.edu:

- Employee Name
- Job # (if known)
- Previous End Date (if known)
- New requested End Date

UTemp will review the employee’s temp hours to confirm whether the employee has enough remaining temp hours to work through the new requested timeframe and reply back to you.

AGENCY TEMPORARY EMPLOYEES

If UTemp doesn’t have a qualified candidate ready when you need one, we have the option to send a request to a list of pre-approved staffing agencies. Candidates submitted from temp agencies have varied bill rates, so the estimated pay rate on the job order form would not apply. The staffing specialist will discuss this option with you if the need for it arises, and will quote the agency billing rates for all candidates submitted for consideration. If an agency candidate is selected, you will see this on your Dashboard listed in conjunction with the job order.
BILLING

Billing History tab

The billing history will list all the job fills you are listed as a billing contact for, in descending order of the ISD date. By default, the daily detail is collapsed, but may be viewed by clicking the ☰ icon.

The expanded detail will break out the day’s hours, total dollars and the applicable date for each job number.

If you need billing history that you don’t currently have access to on the billing tab, please send an email to utemp@uw.edu with the ISD and budget number that you’re looking for.