



## **Kelly Services, Inc. and Stephen F. Austin State University – FAQ's**

### **1) What is the procedure for getting a temp? Do we contact Kelly directly?**

The process is simple and does not require contact with Human Resources or Purchasing. Contact Kelly Services at 936-569-2272 and they will take the information needed to place your order. Be prepared to answer questions about the job duties, length of assignment, pay rate, hours, dress code, working environment, etc.

### **2) How long does it take to get someone once an order is placed?**

Usually, Kelly Services can fill the position very quickly – sometimes in just hours. Once Kelly Services has the information about the position they will tell you how quickly the position can be filled.

When Kelly Services is used to hire for highly specialized positions or some specialized permanent placement, longer recruiting times may be experienced. Examples of these would be Nurses, Engineers, Physicians, etc.

### **3) How is the billing set up? Does the bill go through Purchasing?**

For most departments, billing goes through purchasing. Kelly Services works with Purchasing to ensure that billing is routed correctly. Once your order is placed, Kelly submits the required information to Purchasing on your behalf on a specialized form created by the purchasing department specifically for Kelly Services and SFA.

### **4) If we know who we want to hire (like a casual or temporary assignment) can we send that person to Kelly and then request that individual for our project?**

Yes! In fact, when you have already identified who you wish to hire, simply call Kelly Services at 936-569-2272 and they will complete all necessary paperwork in order to have your casual or temporary employee get started.

### **5) Does the temporary have to go through HR for paperwork?**

No. Kelly Services processes the paperwork for the temporary employee, saving time and resources. Kelly communicates with Human Resources by submitting a form each time a temporary employee is requested and placed. This form was designed by Purchasing and Human Resources and is specific to Kelly Services. If the employee is hired permanently by SFA, Kelly Services will set an appointment for them with HR for paperwork.

### **6) I am trying to fill a permanent position in my department. How does Kelly Services help?**

Kelly Services has the resources and applicant pool to fill many types of positions, from temporary to permanent, and for all types of work. Kelly fills positions from cooks and maintenance workers to nurses and scientists. Because of their ability to recruit, Kelly can seek out candidates that otherwise may not be aware of your opening. Kelly Services will assess and/or screen applicants. Only those who meet the specified qualifications are interviewed, saving time. When the hiring process is complete, Kelly communicates the decision to all candidates and aids those not chosen with finding other employment.

### **7) What is the charge for using Kelly Services?**

The fee that is charged is set by the contract between Kelly Services and SFASU. When you request help from Kelly Services, they will provide you with an exact quote. In the event you have already found your candidate and Kelly will be processing the payroll and human resource functions, your fee is reduced since no recruiting costs were incurred.

### **8) What happens to my temporary employee once the assignment is completed?**

Kelly Services is able to place this employee on other assignments allowing the employee the opportunity to remain gainfully employed. If you hire the employee permanently, Kelly will set an appointment with HR for their paperwork to be completed.