# Use and Control of Temporary Employment Agency Services Policy

**POLICY STATEMENT**
The City of Hamilton may use a temporary services employment agency when there is an immediate need to fill a short-term vacancy.

**PURPOSE**
The purpose of this policy is to identify the process and requirements for how temporary employment agencies may be utilized. The end-goal is to maximize the effectiveness and convenience for the hiring department managers while at the same time ensuring that the agency and its temporary service personnel comply with all City policies and procedures and collective agreements.

**SCOPE**
This policy applies to all City employees.

Excludes agency use to assist in the identification and referral of qualified candidates for executive level and hard-to-fill professional positions.

Where there are discrepancies between this Policy and the employee’s collective agreement, the collective agreement takes precedence.

**DEFINITIONS**

<table>
<thead>
<tr>
<th>Term</th>
<th>Definition</th>
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<tbody>
<tr>
<td>Temporary Position</td>
<td>Refers to any position provided by an outside temporary services employment agency on a short-term basis. Temporary positions can be administrative and clerical which fall into the service delivery categories as outlined in the contract with the temporary services employment agency, and may also include specialized positions which are outside of established categories</td>
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<tr>
<td>Temporary Employment Agency</td>
<td>An employment agency that enters into an agreement with the City of Hamilton to provide personnel to fill temporary positions.</td>
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<tr>
<td>Vendor</td>
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**TERMS & CONDITIONS**

1. Temporary positions are filled using an agency for short-term employment needs that are up to 40 days (8 calendar weeks) in duration. These positions typically arise due to peak workload, illness, vacation, and special projects.
   - Exceptions requested for a temporary position longer than 40 days (8 calendar weeks) must go to the Manager of Employment Services for approval. A business case is required. Where specialized positions
are required that do not align with the administrative or clerical categories, Human Resources must be consulted to ensure compliance with the Request to Post and Fill a Vacancy Policy.

2. Temporary staffing services personnel shall not displace regular employees nor accrue service or seniority during the assignment in the respective employee group.

3. Invoices from temporary recruitment agencies will be charged to the department using the service.

4. The City reserves the right to discontinue, reassign, or terminate any personnel from a temporary staffing services agency. It is understood that no guarantee of work is implied with an offer of assignment.

5. Temporary staffing services agency personnel are not entitled to the terms, conditions, entitlements, provisions, or allowances under any collective agreement or terms and conditions of employment; employment health benefits, paid leaves of absences, education reimbursement, or any other entitlement provided to full-time and part-time employees.

6. It will be at the discretion of the departmental hiring manager whether any temporary services personnel is entitled to participate in City-based training sessions.

7. Any candidates who are employed by the Agency, who also voluntarily apply to an externally posted City based position, will be considered as external candidates. It is the responsibility of the candidate to notify the agency if they are successful to a posted position. It is understood that the City will not compensate the agency for candidates who apply and are successful through an open job competition process.

8. All City contracts awarded to a temporary services employment agency must be in accordance with the City’s Purchasing Policy By-Law 09-230.
RESPONSIBILITIES

**Hiring Manager or Supervisor**

- Submit any request for a temporary employee directly to the contracted temporary services agency. All requests must be for one of the pre-determined service categories which include clerical and administrative tasks. For a list of roles covered under these service categories see Appendix A; agency name and contact information is available from Human Resources.

- Review and approve details of employment record (employee, time worked, position) as per the *Use of Temporary Employment Agency Services Procedure*.

- Contact Human Resources directly for any temporary recruitment needs that do not fall under the pre-determined service categories defined in the temporary agency contract.

- If an extension is required that results in a placement lasting longer than 40 days (8 calendar weeks), contact Human Resources and submit a business case for the approval of the Manager of Employment Services. The agency requires Human Resources authorization to extend placement beyond 40 days (8 calendar weeks).

- For Temporary Agency Assignments that are approved beyond 40 days (8 calendar weeks) the Hiring Manager or Supervisor must remit Union dues for those vacancies involving a CUPE 5167 position. Consult with Labour Relations for further information and assistance.

**Human Resources**

- Ensure that temporary requests and assignments comply with Human Resources policies and procedures.

- Provide consultation with departmental manager or supervisor, as required, as to whether the use of temporary agency personnel is appropriate based on the nature of the vacancy.

- Consider and approve and/or deny requests for specialized requests which are outside of the Administrative and Clerical categories as outlined in Appendix A.

- Approve requests which exceed the 40 days (8 calendar weeks), where substantiated by a business case.
**Accounts Payable**
- Provide copies of City policies and procedures to agency vendor and notify vendor of any changes.
- Act as intermediary support between hiring department manager and agency to address and resolve any performance problems of agency personnel.
- Provide feedback to agency vendor on service level and performance based on vendor evaluation criteria outlined in advance.
- Reconcile invoices to the weekly report provided by the temporary vendor.
- Process payment for approved time sheets.

**Temporary Agency Vendor**
- Obtain sign-off from temporary services agency personnel to agree to abide by all City policies and procedures.
- Ensure confidentiality agreements have been signed by all placed temporary services agency personnel (both Agency’s and City of Hamilton’s Agreement) before the employee’s start date.
- If required based on position, ensure placed temporary services agency personnel have successfully completed current police checks. This will be identified at time of job placement.
- Ensure only qualified candidates are placed with the City; and that all candidates are pre-screened to ensure they meet the minimum requirements of the positions prior to placement in accordance with the terms and conditions of the RFP.
- Provide data and reporting required to the City for quarterly performance discussions with Human Resources. This will be to discuss service level performance against evaluation criteria outlined in advance.

**COMPLIANCE**
- Failure to comply with this policy may result in appropriate disciplinary measures up to and including termination of employment.
**Corporate Human Resources Policy**

**Recruitment & Retention**

Policy No: HR-38-11

Page 5 of 9

<table>
<thead>
<tr>
<th>RELATED DOCUMENTS</th>
<th>The following related documents are referenced in this Policy:</th>
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<tr>
<td>1.</td>
<td>Use of Temporary Employment Agency Services Procedure</td>
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<td>2.</td>
<td>Police Background Checks Policy</td>
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<td>3.</td>
<td>Code of Conduct for Employees Policy</td>
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<td>4.</td>
<td>Purchasing Policy By-Law 09-230</td>
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<tr>
<td>5.</td>
<td>Request to Post and Fill a Vacancy Policy</td>
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<td>6.</td>
<td>Temporary Agency RFP</td>
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<td>7.</td>
<td>CUPE 5167 Memorandum of Agreement – October 17, 2012</td>
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<th>HISTORY</th>
<th>The Corporate Policy Review group was consulted in the creation of this Policy.</th>
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<td>Policy was approved by Senior Management Team 2013-01-10.</td>
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APPENDIX A

Service Delivery Position Categories

The City of Hamilton occasionally requires assistance from temporary agencies in various levels of employment. The common requests for positions have been generalized into the listed skill/knowledge categories. The position titles and descriptions used to describe the temporary request functions are not necessarily aligned with current City of Hamilton positions or requirements. Any staffing requests outside of the positions described below are considered specialized requests, and require consultation with Human Resources. For the purposes of calculating Union dues to be remitted in accordance with the Memorandum of Agreement, the corresponding CUPE 5167 job classification numbers have been included.

a) File Clerk / Records Clerk (Records Clerk #6649)

Position Requirements
Sort and file documents, forms, correspondence into client/business files; open and create new files; retrieve files for staff as requested; photocopy and fax requested documents; maintain file system; purge files as required; may be required to lift and move storage boxes (approx 30lbs); maintain electronic and manual databases; perform computerized searches; sort and distribute incoming mail; maintain confidential documents.

Summary of Qualifications
Basic computer skills as most systems are custom. Must be able to use e-mail systems to receive/send attachments and other information. Must have good English comprehension skills with the ability to read and write English to assess the information as well as follow written and verbal instructions. Attention to detail and high degree of accuracy. Familiarity with various records management practices and systems an asset. Ability to maintain focus and attention when doing routine and repetitive activities.

b) Receptionist (Receptionist/Clerk #1630)

Position Requirements
Answer all incoming telephone calls and general enquiries; redirect calls to other staff as appropriate; take messages and forwarding to appropriate staff on a timely basis; receive and announce visitors; process incoming mail by opening, sorting and distributing; processes outgoing mail by preparing forms for Priority Post, EMS courier, FedEx and Purolator; maintain inventory of office supplies and orders and replenish as needed; process purchase of office equipment & supplies; schedule meeting rooms for staff as required; word process basic correspondence, memos, forms and envelopes; assist with the upkeep and maintenance of files, both hard copy and electronic; create new files, organize contents of existing files and purging of same, including Reception Area brochures and reports.

Summary of Qualifications
Must have knowledge of multi-line phone systems with excellent customer relations attitude; Word computer process skills including mail merges and calendaring/meeting function in Microsoft Outlook. Ability to perform data entry with accuracy and the ability to use templates.

Proven ability to look up / source basic information on the internet. Understanding and/or knowledge of other government agencies is an asset to answer general inquiries.

c) Data Entry Clerk (Data Entry Clerk #5112)

Position Requirements
Key-enter and verify alphabetic and/or numeric data from documents; ensure accurate entry of information into database; retrieve data and generate reports as required; correct errors identified on Error Reports; log and record time and volume of documents entered; receive and answer inquiries from staff and other departments.

Summary of Qualifications
Knowledge of computers, able to learn basic custom systems quickly. Proven accuracy and attention to detail along with strong proof reading skills.

d) Secretary– Basic Administrative Support (Admin Secretary – Salary Grade ‘F’)

Position Requirements
Provide confidential administrative support; responsible for all routine administrative details within the office; assists in business and administrative matters such as responding to inquiries and processing confidential matters; prepare, compose and proof read correspondence and reports on a variety of matters, both confidential and routine; may take meeting minutes as requested; schedule appointments, arrange meetings, book facilities, organize the delivery of presentation equipment, prepare necessary documentation, provide for catering arrangements and inform participants of arrangements; respond to inquiries and liaise with internal and external clients; ensure timely processing of cheque requisitions, expense claims and review of same for accuracy of descriptions, account numbers, maintain records for the office on attendance and vacation for staff; ensure completion of the required documentation for travel, conference and course arrangements; develop and maintain confidential and information filing systems; act as contact person for Manager/Director's office ensuring information is disseminated to staff as needed. May provide reception duties as assigned.

Summary of Qualifications
Must have excellent attention to detail with an aptitude for figures and ability to create and establish tracking and monitoring systems. Demonstrated ability to manage a higher volume of tasks and duties in an efficient manner in a deadline oriented environment. Personal self-management skills to maintain professionalism in a fast paced and constantly changing environment. Strong interpersonal and communication skills, exhibit tact and diplomacy. Well-developed research, reasoning, analytical and problem solving skills.
e) Executive Assistant – higher complexity of work and/or greater volumes and/or higher profile. (Admin Support #5548)

Position Requirements
Perform a variety of confidential and non-confidential secretarial duties (word processing, scheduling staff and meetings, relaying messages, reconciling and maintaining expense reports and processing mail); take and transcribe minutes of meetings as requested; deal with public by telephone and in person on a diverse range of issues by determining their needs and referring to appropriate source for resolution; prepare and maintain staff schedules (vacation, part-time, coverage, rotation); track and balance staff hours, professional development days/expenses; compose draft correspondence on routine and confidential matters as directed by manager; compose and send e-mails as directed on behalf of manager; create and assist in creation of spreadsheets, reports, forms and pamphlets as requested; manage and balance petty cash; maintain confidential client records and other confidential records with high degree of integrity and respect for privacy; in collaboration and other staff, co-ordinate, plan and implement events and activities; maintain program supplies for appropriate distribution;

Summary of Qualifications
Must have excellent attention to detail with an aptitude for figures and ability to create and establish tracking and monitoring systems. Demonstrated ability to manage a high volume of tasks and duties in an efficient manner in a deadline oriented environment. Personal self management skills to maintain professionalism in a fast paced and constantly changing environment. Strong interpersonal and communication skills, exhibits tact and diplomacy. Well-developed research, reasoning, analytical and problem solving skills. Strong computer skills (Word, Excel, Outlook and database); PowerPoint presentation graphics skills. Good judgment and ability to recognize and maintain confidentiality.

f) Financial Assistant – duties may include some of the following depending on area of assignment. (Financial Assistant #5376)

Position Requirements
Process confidential employee records and forms; prepare, reconcile and distribute monthly vacation and overtime balance reports for verification and correct discrepancies as required; review and verify weekly attendance reports, correct discrepancies; enter and balance payroll for all wage employees. Assist in gathering revenue, expense and other budget related data to support client groups; process credit card/direct payment transactions for the portfolio including receiving and processing cash and cheque deposits; review capital contract tender related purchase requisitions and vendor invoices to ensure appropriate expenditures and approvals; process cheque requisitions, purchase orders, travel expenses and mileage expenses and ensure appropriate authorization and account distribution. Review and enters
purchase requisitions into computerized financial system. Monitor accounts for errors, prepare and enter correcting journals; maintain basic spreadsheets, track tender processes and co-coordinate acquisitions, renewals and returns of computer hardware; receive and answer human resource, payroll and accounts payable related inquiries from staff and vendors as required;

Summary of Qualifications
Must have a related financial background through solid work experience and/or academic program/training. Proven computer skills including intermediate Excel computer skills, ability to maintain spreadsheet and use technology to self-audit work performed. Proven research, reasoning, analytical and problem solving skills at a basic level. Demonstrated ability to manage a high volume and routine tasks and duties in an efficient manner in a deadline oriented environment.

g) Call Desk/Operations Clerk (Help Desk Operations Clerk #1260)

Position Requirements
Maintain confidentiality while working in a fast paced environment; therefore, organizational and multi-tasking skills are essential. Receive/analyze/prioritize customer inquiries from City staff, public, trades people, outside firms; provide follow up to enquiries; provide continuous phone coverage on the telephone queue, manage work orders; schedule meeting rooms; maintain carpenter work orders/invoices/timesheets; maintain/update records; maintain filing system and contact lists; type and word process correspondence reports, requisitions and invoices; provide a high level of customer service; dispatch and determine work assignments for routine day to day maintenance; sort and distribute incoming/outgoing mail; cover reception as required; able to react to emergency situations.

Summary of Qualifications
Strong multi-tasking ability, high telephone competence, ability to navigate outlook, conduct web searches, tracking and recordkeeping skills a must. Basic knowledge of accounts payable/receivable and invoicing practices. Strong Interpersonal skills to handle a variety of internal & external clients - previous call taking / call ordering / call centre experience an asset.