

## Sourced Temporary Employee Recruitment Service Level Agreement (SLA) Process Overview

This SLA defines how Talent Acquisition will work in conjunction with Northwestern Schools and Units to support recruitment of Temporary Staff. This document defines our service offerings for Sourced Temporary Staff, and describes the responsibilities of both, Talent Acquisition and the Hiring Manager within the Schools and Units.

### SOURCED TEMP SERVICES

Sourced Temporary Employees have been recruited and vetted by Talent Acquisition. This service provides Consulting, Recruitment, and processing support of Temp Employees for a variety of positions.

### REQUESTING A TEMPORARY SERVICE

To request a temporary service, please follow the instructions on the [Temporary/Contractor Request Form](#), and submit your completed form to Talent Acquisition at [HRTA@northwestern.edu](mailto:HRTA@northwestern.edu).

Depending on the estimated total cost of your request, additional approval may be required prior to submitting form to Talent Acquisition.

**Note:** Fringe rate for Temporary Employees may be found on the [Office of Budget & Planning website](#).

### PAYMENT OF SERVICES

Temporary Staffing Service fees will be charged to your 75021 account one week following the close of the bi-weekly pay period.

### RIGHT TO HIRE

If you wish to consider your temporary employee for a regular staff position, you may do so at any time. Unlike 3<sup>rd</sup> party staffing agencies, Talent Acquisition does not charge a conversion fee for transitioning temp employees into a regular staff role.

### EXCLUSIVE CANDIDATE REPRESENTATIVE

Sourced Temp resumes submitted to Hiring Manager are confidential and for the Hiring Manager's use only. Talent Acquisition is the exclusive representative of all Sourced Temp candidates submitted to Hiring Manager in response to temporary staffing requests for a period of 12 months from the time of submission. Accordingly, Hiring Manager should not engage any candidate or share candidate resumes without first informing the Talent Acquisition Partner. Furthermore, if a Hiring Manager decides to hire a Sourced Temp candidate for any positions within 12 months of the original referral by Talent Acquisition, Hiring Manager agrees to pay the appropriate fee listed in the Sourced Temp Services section above.

## ROLES AND RESPONSIBILITIES

HIRING MANAGER	TALENT ACQUISITION
<b>Recruitment Process:</b>	
<ul style="list-style-type: none"> <li>➤ Complete the <a href="#">Temporary/Contractor Request Form</a></li> <li>➤ Have intake conversation with Talent Acquisition Partner within 24 hours of initiating the process.</li> <li>➤ Promptly schedule interviews and provide feedback to Talent Acquisition Partner as soon as possible.</li> <li>➤ Provide candid and open feedback regarding the quality of candidates or challenges that arise throughout the process</li> <li>➤ Inform Talent Acquisition Partner of your Candidate of Choice</li> </ul>	<ul style="list-style-type: none"> <li>➤ Acknowledge receipt of request</li> <li>➤ Conduct intake conversation with Hiring Manager within 24 hours of initiating the process</li> <li>➤ Present short list of pre-screened, qualified candidates to Hiring Manager for review</li> <li>➤ Extend offer to Temp candidate and discuss onboarding details</li> </ul>
<b>Pre-Arrival:</b>	
<ul style="list-style-type: none"> <li>➤ Confirm any first day instructions – arrival time/location, contact person, dress</li> <li>➤ Set up the computer and/or phone, assemble supplies, keys, etc.</li> <li>➤ <b>Net ID:</b> Your department’s Net ID Coordinator can provide the Net ID information for your temp.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Coordinate all New Hire Paperwork (e.g. I-9s, background checks, payroll forms etc.) with the Temp.</li> <li>➤ Submit completed paperwork to HR Operations for processing</li> </ul>
<b>Managing Your Temp:</b>	
<ul style="list-style-type: none"> <li>➤ Set expectations with Temp regarding communication of unexpected absences and request for time-off.</li> <li>➤ Thoroughly review your Temp’s timesheet before approving it.</li> </ul>	<ul style="list-style-type: none"> <li>➤ Consult with Hiring Manager regarding disciplinary action, as needed</li> <li>➤ Track Temp’s ERISA hours and send notification to department Temp approaches 1,000 hour limit.</li> </ul>
<ul style="list-style-type: none"> <li>➤ Provide updates to Talent Acquisition on plan for the temp assignment following receipt of ERISA notifications (To comply with ERISA, Temps cannot exceed 1000 hours in a 12-month period unless they are converted to a benefits-eligible role).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Solicit feedback on Temp performance.</li> </ul>
<b>Off-boarding Your Temp</b>	
<ul style="list-style-type: none"> <li>➤ Consult the Talent Acquisition Partner regarding who will inform the Temp of his/her last day.</li> <li>➤ Collect all University property (i.e. laptops, keys, office supplies).</li> <li>➤ Terminate the Temp’s access to all systems, internal and external (i.e. NU Financials, Google Drive, community calendars, third party vendor websites).</li> </ul>	<ul style="list-style-type: none"> <li>➤ Terminate the Temp job record in myHR after their final pay date.</li> <li>➤ Terminate myHR access immediately after their final pay date.</li> <li>➤ Terminate Kronos access immediately after their final pay date.</li> </ul>
	<ul style="list-style-type: none"> <li>➤ Temp’s Self Service and email access will automatically terminate after 90 days. <b>Please let us know if access termination is needed sooner.</b></li> </ul>

## ACKNOWLEDGEMENT

By continuing with the Sourced Temp Recruitment Process, you indicate your acceptance to the terms and conditions stated above.

**We look forward to partnering with you as we work toward meeting your staffing needs!**