

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

Talent Acquisition strives to provide schools and units with highly skilled, dependable temporary employees to fill your specific temporary hiring need. The sourced temporary service includes consulting, recruitment, candidate screening, interviewing, reference checking, background checks, performance feedback, separation and unemployment claim administration.

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 harta@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.

FEE STRUCTURE

The standard rate for sourced temporary placements is \$3.50 per hour. For specialty or technical positions (e.g. developers, designers, analysts), the fee is \$5.00 per hour (specialized roles would be identified at the time of request).

A one-time fee may occur with the following:

Conversion (\$500) – If a sourced request is directly hired into a regular staff role within a month of placement. Rate is based on a sliding scale within the first month of hire.

Standard Expedited Request (\$100) – For standard urgent requests requiring a placement within a 2 week timeframe from the time the original request was submitted.

Specialized Expedited Request (\$150) – For specialized urgent requests requiring a placement within a 2 week timeframe from the time the original request was submitted.

VALUE

Your Talent Acquisition Partner is part of the university and understands your business and needs. During a climate of cost containment, utilizing the Temporary Staffing Service for your temporary hiring needs is an economical and efficient way to meet your staffing needs.

EXCLUSIVE CANDIDATE REPRESENTATIVE

Talent Acquisition is the exclusive representative of all Sourced Temp candidates submitted to the hiring manager in response to temporary staffing requests for a period of 12 months from the time of submission. Accordingly, the 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, the hiring manager agrees to pay the appropriate fee listed in the Sourced Temp Services section above.

ROLES AND RESPONSIBILITIES

HIRING MANAGER	TALENT ACQUISITION
Recruitment Process:	
➤ Initiate job posting	➤ Acknowledge receipt of request
➤ Have intake conversation with Talent Acquisition Partner within 24 hours of initiating the process.	➤ Conduct intake conversation with Hiring Manager within 24 hours of initiating the process
➤ Promptly schedule interviews and provide feedback to Talent Acquisition Partner as soon as possible.	➤ Present short list of pre-screened, qualified candidates to Hiring Manager for review
➤ Provide feedback regarding the quality of candidates or challenges that arise throughout the process	➤ Extend offer to Temp candidate and discuss onboarding details
➤ Inform Talent Acquisition Partner of your Candidate of Choice	
Pre-Arrival:	
➤ Confirm any first day instructions – arrival time/location, contact person, dress	➤ Coordinate all New Hire Paperwork (e.g. I-9s, background checks, payroll forms etc.) with the Temp.
➤ Set up the computer and/or phone, assemble supplies, keys, etc.	➤ Submit completed paperwork to HR Operations for processing
➤ Work with your department's Net ID Coordinator to obtain the Net ID information for your temp	
Managing Your Temporary Employee:	
➤ Set expectations with Temp regarding communication of unexpected absences and request for time-off.	➤ Consult with Hiring Manager regarding disciplinary action, as needed
➤ Thoroughly review your Temp's timesheet before approving it.	➤ Track Temp's ERISA hours and send notifications to department Temp approaches 1,000 hour limit.
➤ 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).	➤ Solicit feedback on Temp performance.
Off-boarding Your Temporary Employee	
➤ Consult the Talent Acquisition Partner regarding who will inform the Temp of his/her last day.	➤ Terminate the Temp job record in myHR after their final pay date.
➤ Collect all University property (i.e. laptops, keys, office supplies).	➤ Terminate myHR access immediately after their final pay date.
➤ Terminate the Temp's access to all systems, internal and external (i.e. NU Financials, Google Drive, community calendars, third party vendor websites).	➤ Terminate Kronos access immediately after their final pay date.
	➤ Temp's Self Service and email access will automatically terminate after 90 days. Please let us know if access termination is needed sooner.

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!