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University Temporary Services Employee Guidelines

*University Temporary Services
NC State University and UNC-Chapel Hill*



Thank you for applying with University Temporary Services (UTS). We provide temporary staffing services to both NC State and UNC – Chapel Hill. The central office is located at NC State so you will notice that several forms as well as your paycheck will be issued through NC State regardless of the location of your assignment.

Your role through UTS is critical to the day-to-day operation of each University. You may fill in for unexpected or scheduled staff shortages, provide crucial support during a work surge, or complete a special project. Your skills and experience will guide you to success.

You will gain valuable University experience through UTS and you may apply for permanent positions at each university while you are working with us. We will work with you to coordinate your transition when you accept a

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permanent position. Please be sure to let us know if you would like to be considered for employment at both locations.



How to Get Started:

- ★ All individuals interested in employment through UTS must successfully complete the application process:
- ★ Complete the on-line application
- ★ Provide at least 3 professional references including supervisors
- ★ UTS will process your application, verify your previous employment, check references, and assess your skills, experience and availability.

What Happens Once an Offer is Accepted:

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Any offer of employment is **contingent pending the completion of a required criminal background check and positive reference check.**

- ★ A criminal conviction in and of itself does not disqualify you from employment through UTS but due to the nature of some convictions, employment in certain positions may be unavailable to you. In the event that a conviction is discovered when it was not disclosed on the employment application, you may be disqualified from employment for falsification of information submitted on the application. Due to the nature of some convictions, employment in certain positions may be unavailable to you.

Federal law requires each new employee to **complete an I-9** and to submit certain original documents for examination in order to verify and certify identification and employment eligibility.

- ★ In compliance with NC law, UTS verifies each individual's legal status/authorization to work in the United States after hiring the individual using the Department of Homeland Security's E-Verify Program. Your employment will be terminated if you fail to comply with the employment authorization requirements or if it is determined that you are not authorized to work in the United States

UTS will **set up an appointment for you to visit the Onboarding Center.** You will receive an email from UTS

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directing you on what to bring for your I-9, Direct Deposit, W-4 and ID badge, W-2 Consent, Emergency Contacts, Tax Assessment Reminders, Secondary Employment and Conflict of Interest Form. This will usually take about an hour of your time.



Supervision

Although you have a site supervisor when on assignment, UTS remains your primary employer. Any concerns or questions you have about your assignment should be directed to UTS. You may receive coaching from both your site supervisor and your UTS Rep. If you have received conflicting information and need assistance, please contact a member of the UTS team.

Duration of Assignment

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Your appointment length will vary based on assignment. The longest that your position may last is 11 months (or 12 months if working at UNC) if you're working more than 19 hours per week.

- ★ You can be re-employed in a new temporary assignment or re-employed in the same assignment after a 32 day break in employment. UTS will notify you as this mandatory break in assignment is approaching. If you are a retiree, NC State Student, or average 19 hours a week or less, this does not apply to you.

- ★ **Employment through University Temporary Services may be terminated at any time with or without cause.**

- ★ If you are placed on an assignment and your work is complete, please make sure to make us aware of your availability by contacting UTS. If you do not call in when your assignment ends, we will not know you are interested in a new assignment.

ID Card

An ID card may be required for your assignment. The first ID card at NC State is free. In the event you lose your card

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you will have to pay in order to receive a replacement.

- ★ • UNC temporary employees may obtain a UNC One Card at the One Card office after you have been entered into the system as an affiliate and have been issued a Person ID Number (PID). **You will need a photo ID and \$10.00 to get your One Card.**

Parking

UNC:

Some departments may provide you with a parking permit, but most cannot due to limited parking on campus. A UTS representative will assist you in finding your best option for navigating campus, whether through Park and Ride, parking decks or on site parking. Chapel Hill's transit system is charging \$2/day or \$27/month and can be accessed at www.chtransit.org.

NC State:

You are eligible to purchase temporary parking passes. UTS will provide you with a Parking Request Form that you will take to the Transportation department to purchase your pass. Currently the parking fee is \$2 per day. NC State students must use their student parking and cannot use this pass. Please note: there are no refunds if you purchase more days than you need. To purchase your parking, go directly to the Transportation Office located in the Administrative Services 1 Building at 2721 Sullivan Drive. You may also speak with the Onboarding Specialist

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about parking near your work location as well as other transportation options. Additional information can be found at <https://onboarding.ncsu.edu/temporaryemployeeparking/>



How Do I Log my Time?

WolfTime is our electronic timekeeping system that allows our candidates to easily manage and track their daily work schedule. Detailed instructions in regards to how to use this system will be sent to you once you have been placed through our services.

- ★ **NC State:** As an employee of University Temporary Services, you will be paid on the NCSU biweekly pay schedule. UTS employees record their hours worked using an electronic timekeeping system called WolfTime. Your hours will be recorded as you clock in and out using a web clock on a computer or a wall

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time clock.

Please see your supervisor on the first day of your assignment for instructions on how to clock IN/OUT. It is your responsibility to maintain an accurate record of your time in the Wolftime system to ensure that you are paid correctly and timely.

- ★ **UNC:** This system allows you to print out a timesheet on the UTS timesheet due date so your supervisor may approve the hours. When submitting your timesheet, you or your supervisor can scan your timesheet to UTS by EOD on the Monday after the pay period ends. If you are unable to deliver the timesheet when due, please speak with a UTS representative to make other arrangements.

It is your responsibility to ensure that the timesheet is completed accurately and submitted on time. If you are late in submitting your timesheet, you may not be paid until the following pay period.

Please note that per UTS guidelines, **each week stands alone regarding overtime. Any time worked over 40 hours in each week (Sat-Fri) would be considered overtime.**

- ★ This limits make-up time to each week. For instance, if a UTS employee misses 5 hours on a Monday, they will have until that Friday to make it up. If that employee tries to tack on the 5-hour deficit during the following week of

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that pay period and therefore accumulates 45 hours of work, the employee would be considered to have 35 hours of straight time for week one, and 40 hours of straight time plus 5 hours overtime (time and a half) for week two.

If your supervisor requests that you work from home occasionally and there is a way to track your hours or monitor production for timekeeping purposes, we would approve this. **Please contact the UTS office if the assignment may include telecommuting.**



Breaks

The minimum lunch break is 30 minutes of unpaid time. Most departments permit a one hour lunch. Please verify your scheduled lunch with your site supervisor and indicate the

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time spent at lunch on your time sheet.

- ★ We do recommend that if you are working 6 or more hours per day that you take at least a 30 minute lunch.
- ★ Please verify your scheduled break time with your site supervisor and indicate this time in Wolftime if the break is more than 15 minutes.

Holiday Schedule/Closings

Your work schedule follows the holiday/closing schedule for the University. Temporary employees are not paid for University holidays or closings (unless it is mandatory that you work). Please check with your supervisor or the UTS office to find out which days the University is closed.

- ★ It is your responsibility to be aware of your department's policies during adverse weather conditions. Call your site supervisor to determine whether the University will be open or closed when experiencing inclement weather.
- ★ If the University is open, you must contact your supervisor to let them know if you are unable to report to work. If the University is closed, you should not report to work. Be sure to watch your local news to determine if the University is closed or delayed.
- ★ You will not be paid for hours not worked during periods of adverse weather. Please refer to the University's

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Adverse Weather policy for additional information.

[https:// benefits.hr.ncsu.edu/adverse-weather-policies/](https://benefits.hr.ncsu.edu/adverse-weather-policies/)

- ★ UNC could have different holidays or closings so please go here for that schedule:

<https://hr.unc.edu/benefits/leave-holidays/weather-emergency/>



Attendance

Departments request temporary employees to cover critical employment needs. Failure to show up on time or failure to show up every day will have a negative impact on the department's work flow.

- ★ You are expected to work all of the hours and days you are scheduled. Any exceptions need to be discussed

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with your supervisor as soon as possible. Excessive absenteeism may be grounds for dismissal.

- ★ Please let your supervisor know as soon as possible if you have a personal appointment or an interview for a permanent position that must occur during your work schedule. Please try to schedule appointments outside of your work hours or at the convenience of your supervisor.

Paychecks

Paychecks are issued through direct deposit only. UTS employees are paid bi weekly according to the NC State [Biweekly Pay Schedule](#)

- ★ All temporary employees are able to view their Pay Advice "stub" by logging into the NC State Portal
 - <https://www.ncsu.edu/>
 - Select Resources>MyPack Portal>login with unity id and password and search under "Employee Self Service"
- ★ The UTS office and/or the Onboarding Center will provide each temporary employee with their unique login information.
 - Please note: you are also able to update or edit tax forms information via the portal but changes to your direct deposit information must be made in person with the **Payroll Department located at 1220 Varsity Drive in Raleigh**. Please note: you are also able to update or edit tax forms via the

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portal.



Employee Resources

- **Carmichael Gym** membership is available for UTS employees on a month-to month basis. For more information, please visit:
<https://wellrec.dasa.ncsu.edu/>
- **UNC 403b Plans**-Visit
<https://benefits.hr.ncsu.edu/retirement-plans/unc-403b-plans-fidelity-and-tiaa/>
- **Temporary Employee Perks**-
<https://onboarding.ncsu.edu/temp perks/>

Benefits

Temporary employees are eligible through ACA

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Health insurance if they are working in a position that will last 3 months or more and working at least 30 hours a week.

- ★ The Benefits department will reach out to you if you are eligible. For any additional questions, you may call them at 919-515-2151.

<https://benefits.hr.ncsu.edu/aca-employee-eligibility/>

Safety in the Workplace

Every employee, student and visitor of each campus must share in the responsibility of maintaining a safe environment for all. **You are required to comply with each University's Department of Environment, Health and Safety policies and procedures regarding safety training, vaccinations, and medical surveillance within the first 10 days of your employment.**

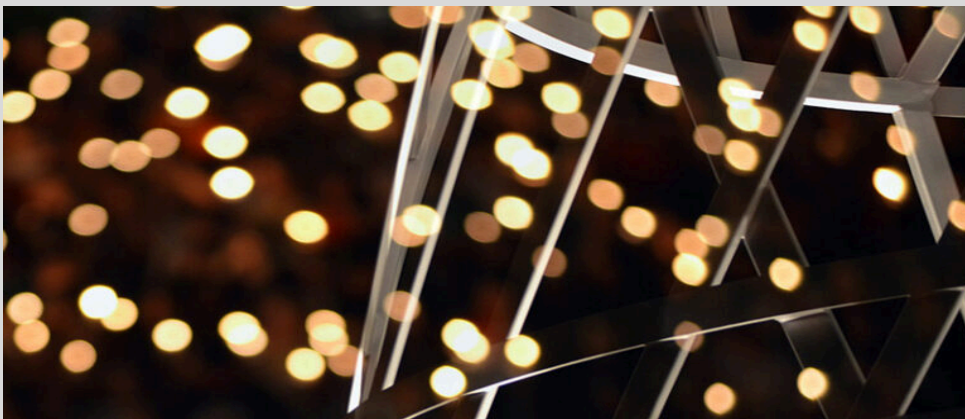
- ★ All NC State employees must complete a checklist that must be reviewed with their manager prior to their commencement of work activities. A new employee is an employee who is a new hire, transfer into a department from within the university, graduate, post-doctoral, or other student. The checklist is found at <https://ehs.ncsu.edu/health-safety/>
- ★ All UNC employees, including temporary, are required to complete general safety training through Environmental Health and Safety (EHS). This training is offered online at: www.ehs.unc.edu/training/neo.shtml
 - When completing the online training please be sure to use

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temputs@unc.edu as your e-mail address. This will serve as proof that you have completed the necessary training

- If your position places you in a healthcare environment or if your duties involve healthcare, you must complete the items outlined in the **EHS Conditions of Employment document** in accordance to the time frames and frequency specified. This document will be provided to you by your department.
- To comply with University policies, if your position's duties include engaging in University healthcare activities, you must disclose to your Department Head if you are currently, or later become, infected with either the HIV or the Hepatitis B viruses.



Work-Related Injuries

If you are injured at work, you must immediately report your

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injury to your site supervisor and to UTS. Your site supervisor will complete an injury report. If you need to see a doctor regarding your injury, you can seek medical attention at:

NC State

Rx Urgent Care

3100 Blue Ridge Rd. Raleigh, NC

Phone: 919-719-2260

Hours: M-F 8-8, Sat 9-3, Sun 9-3

UNC

University Occupational Health Clinic

145 North Medical Dr. Chapel Hill, NC

Phone: 919-966-9119 After hours: 919-966-7890

M-F 8:30am-4:30pm

- ★ **Please Note:** NCSU employees can visit any of the Urgent Care Centers. The location on Blue Ridge is the closest center if the injury occurs on the main campus.

Violence in the Workplace

It is your responsibility to report any inappropriate activity or actions you witness or are involved in, including:

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- ◆ physical and verbal threats
- ◆ use of profane or abusive language
- ◆ harassment of any nature
- ◆ blatant disrespect towards any person

If you are found to commit any act of violence, your employment status may be terminated without notice.



Remote Work and Alternate Work Locations

Employees using an alternate work location must protect the security, confidentiality, and integrity of university records and information at all times. Employees must comply with all information security requirements that would apply at their on-site work location. Sensitive information/data must not be processed or stored on a personal computer or device, but must be processed or stored on university-owned devices or systems and stored in approved, secure remote storage, accessed via secure network technologies. The details of appropriate use, storage and access for University data are

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listed on the OIT Security & Compliance website.

In addition, employees utilizing an alternate work location must ensure that, while working, their work area is configured to minimize distraction and is able to be secured or isolated during virtual meetings or work that requires confidentiality or is otherwise sensitive in nature.

Use of University Property and Equipment

All university-owned resources provided to the employee must be used primarily for university business and in accordance with applicable NC State policies, regulations, and rules, including but not limited to all requirements around data security and IT regulations. The employee will take reasonable steps to protect all university-owned equipment from theft, damage, or misuse. **University-owned equipment remains the property of NC State/UNC Chapel Hill and must be returned to the campus department within 5 business days of ending the assignment.**

University Policies

Please review each NC State University policy and how it relates to you and the workplace.

[The Drug-Free Schools and Communities Act](#)

[Equal Opportunity and Nondiscrimination](#)

[Title IX](#)

[Unlawful Harassment Policy Statement](#)

[Flexible Work Arrangement Policy](#)

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Termination

Permanent Employment

You can continue your search for permanent employment while working with UTS. You will need to submit an application for specific permanent vacancies via the University's website. You should update your application for permanent positions to indicate that you are working with UTS.

Resignation Notification

UTS requires that employees provide **a two week notice** in writing via email when ending an assignment to provide ample time to identify a replacement.

- ★ Failure to provide a two weeks' notice without extenuating circumstances that are discussed and approved by the UTS manager may result in your ability to be considered for future assignments.

UTS is here to help you successfully connect with employment at NC State and UNC Chapel Hill! Communication with the UTS staff throughout the employment process helps to guarantee success. Should you have issues or concerns, please contact UTS so we can help you resolve the matter as soon as possible.

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Welcome to the Pack!

The Policies and procedures in this manual are not intended to be contractual commitments by University Temporary Services and they shall not be construed as such by employees. The policies and procedures are intended to be guidelines to employees and are merely descriptive of suggested procedures to be followed. University Temporary Services reserves the right to revoke, change, or supplement guidelines at any time without notice. No policy is intended as a guarantee of continued employment, benefits, or rights. No permanent employment or employment for any term is intended or can be implied from any statements in this document.