

## Temporary Help Screening Checklist

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### **Before you call the temporary help agency, ask yourself what you need.**

- Do you need a last-minute fill-in for an absent employee?
- How long will you need the temporary? If the need is long term, estimate the length of time.
- What hours will the temporary need to work?
- What particular skills will your temporary worker need to have? Consider:
  - specific computer and software skills
  - public contact skills (in person or on the phone)

### **Once you know what you need, pick a few agencies from the phone book and assess their:**

- responsiveness and professionalism
  - how many times did the phone ring before it was answered?
  - was the person courteous and helpful?
  - did the person ask meaningful questions, give you clear answers to your questions, and make sure you were fully informed?
- ability to meet your needs
  - does the firm specialize in placing the kinds of workers you need?
  - does the firm have workers in your geographic location?
  - what customer service and satisfaction features does the firm have?
  - are the agency's rates competitive for the kind of worker you need?

After you've called a few agencies and have narrowed your selection to a few possibilities, make an appointment to visit those agencies to discuss more specifically what you need. When you visit, be sure to cover the following points:

- How are temporary workers tested and screened?
- What benefits are offered to workers (better benefits attract better workers)?
- Pricing information:
  - what are the billing rates?
  - how long are billing rates effective?
  - how are workers categorized into skill levels and corresponding pay rates?
- Payment information
  - what methods of payment are acceptable?
  - when is payment due for the services provided?
  - what billing methods are used?
- If you want to permanently hire the temp worker, how much you will have to pay

- the temporary agency?
- Does the agency carry workers' comp, liability insurance, and errors and omission insurance?
  - Are employees and workers bonded?

After you have collected this information, you should be able to make a more informed decision about which agency will be able to help you. In making your decision, be sure to:

- check the agency's references
- contact the Better Business Bureau and Chamber of Commerce for information on the agencies
- check with other business owners and colleagues

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