

TEMPORARY CLERICAL POOL

Policies and Procedures

EMPLOYEE HANDBOOK

Commonwealth of Pennsylvania
Office of Administration
Agency Temporary Services

- Transports and delivers forms, documents, and packages to assigned locations.
- Performs elementary mathematical calculations.
- Performs related work as required.

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INTRODUCTION

The Office of Administration's AGENCY TEMPORARY SERVICES Division (ATS) is responsible for providing centralized temporary clerical staffing services to state agencies located in the Harrisburg Capitol complex and surrounding areas through its TEMPORARY CLERICAL POOL (TCP) Program.

ATS operates similarly to a temporary employment agency by providing a staff of several hundred skilled clerical employees available for assignment to state agencies on short notice. State agencies submit work requests for assistance and TCP employees are assigned to the agencies to complete their the work.

Employees of the ATS TCP program have an opportunity to develop skills and gain valuable experience in a variety of agency settings and perform a vital role in assisting state agencies to accomplish their respective missions.

This handbook is not an employment contract. It does not confer any rights or privileges upon employees. Employment with the Commonwealth is at-will. This means that the Commonwealth reserves the right, subject only to the express terms of an applicable labor agreement or statute, to terminate an individual's employment at any time for any reason, except as prohibited by law. Except where the express terms of a collective bargaining agreement apply, the Commonwealth policies, rules, orders, directives, and circulars shall be controlling with respect to the eligibility for employee benefits. The Commonwealth's policies, rules, regulations, Executive Orders, Management Directives, and Administrative Circulars may be changed from time to time at the sole discretion of the Commonwealth.

EMPLOYEE ASSIGNMENTS

The TCP operates very similarly to a temporary employment agency. State agencies must notify ATS of their temporary staffing needs and TCP employees are assigned to the agencies to complete the work. ATS attempts to match each employee's particular background and skills with the proper assignment in order to utilize employees to their fullest potential.

NOTIFICATION TO EMPLOYEES OF ASSIGNMENTS

After being appointed, TCP employees are placed on a "call out" list which ranks employees according to their dates of appointment, and Final Earned Ratings (Civil Service test scores). In general, this is the order in which employees are called out when assignments are made. Other factors are taken into consideration when assigning employees (i.e., special skills required for assignments, shift availability, ATS' ability to reasonably accommodate employees, etc.) and may affect the order in which assignments are made.

The following information is provided to employees prior to the start of a new assignment. Information is based on WORK ORDER information provided by agencies and is occasionally subject to change on short notice.

- Start and end date of assignment.
- Daily working hours of assignment (i.e., 8:00 a.m. to 4:30 p.m.)
- Location of assignment.
- Name of assigned agency supervisor to report to.
- Brief description of duties to be performed.
- Related information such as dress code, etc.

LIMITED TERM CLERK

CLASS CODE : 00001
BARGAINING UNIT: A7
PAY GROUP : 50
PAY STEP : A

DESCRIPTION OF DUTIES:

Duties will include routine clerical work associated with the processing of documents in a variety of functions. Some examples of work include:

- Files, sorts, retrieves materials, and documents in alphabetical, numeric, or chronological order.
- Opens and sorts mail.
- Reviews and proofreads documents for accuracy.
- Operates office machines such as typewriter, postage meter, video display terminal, stamping machine, envelope stuffing, photo copier, adding machine, and calculator.
- Transfers information onto forms, labels, and charts for transmittal.
- Enters data into computer from forms or records.
- Receives applications, forms, and fees directly from the public and screens, sorts, and assembles for further disposition.
- Performs receptionist duties by greeting visitors, directing individuals to proper locations, taking information, and screening phone calls.

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- Transports and delivers forms, documents, and packages to assigned locations.
- Performs elementary mathematical calculations.
- Performs related work as required.

NOTE: ATS makes great effort to ensure that employees are given assignments that utilize their skills to their fullest potential. However, the occasional need may arise to place a Clerk Typist in a short term assignment to perform general clerical duties. General clerical duties are included in the Clerk Typist job description and are, therefore, expected to be performed as needed.

NEWLY APPOINTED EMPLOYEES

- The employer will attempt to provide employees with no less than 48 hours notice of new assignment.
- Call out hours for new assignments are from 8:00 a.m. to 10:00 a.m. and 3:00 p.m. to 5:00 p.m. (Messages will be left on answering machines).
- If a new employee is unable to be contacted during these hours, ATS will proceed to contact the next individual on the call out list. This process continues until enough employees have been attained to meet staffing requirements.
- If a new employee is unable to be contacted on two separate call out attempts, the employee will be notified, in writing, of the next assignment. Failure to respond to the written notice may result in cancellation of appointment.
- Appointments of new employees who refuse to make themselves available for their initial assignment will be cancelled.

ACTIVE EMPLOYEES

- The employer will attempt to provide employees with no less than 48 hours notice of a new assignment.
- Employees are notified of new assignments during regular working hours.
- Employees must be available for work within 48 hours notice of new assignment.
- Employees who refuse to make themselves available for new assignments may be terminated. Reasons for refusal are reviewed on a case by case basis.

LOCATION OF ASSIGNMENTS

Employees are assigned to state agency and commission facilities located in the downtown Harrisburg Capitol complex area and surrounding areas. It is the employee's responsibility to make arrangements for transportation to and from assigned work locations including parking arrangements.

LENGTH OF ASSIGNMENTS

Lengths of assignments vary considerably and can last from one day to over one year in duration. Start and end dates initially communicated to employees prior to the start of assignments are "tentative" dates and are occasionally subject to change. This must be taken into consideration when making long term parking commitments with vendors.

AVAILABILITY OF WORK

ATS works to plan staffing levels in a manner which ensures full-time work for employees. However, occasional periods of layoff may occur between assignments.

WORK HOURS

Daily scheduled work hours and lunch times vary according to the agency that the employee is assigned. Assignments may also include mandatory overtime work and shift work. **EMPLOYEES MUST BE AVAILABLE TO WORK THE REQUIRED HOURS OF ASSIGNMENTS GIVEN TO THEM,** and are required to make necessary arrangements to accommodate those hours.

WORK PERFORMED ON ASSIGNMENTS

Employees may be assigned any combination of duties included in their job descriptions to perform while on assignment. Also, work performed may occasionally differ from the description of duties initially communicated to employees prior to the start of assignments. Employees are expected to perform work regardless of any changes as long as assigned duties fall within confines of their job description.

DIRECTION OF EMPLOYEE WORK WHILE ON ASSIGNMENTS

Employees are under the direct supervision of their assigned agency supervisor while on assignment. Supervisors are authorized to assign work, direct any training needed, determine or modify daily scheduled work hours or lunch hours, approve or disapprove requests for time off, administer discipline, etc.

LIMITED TERM CLERK TYPIST

CLASS CODE : 00002
BARGAINING UNIT: A7
PAY GROUP : 56
PAY STEP : A

DESCRIPTION OF DUTIES:

Duties include routine clerical work associated with the processing of documents in a variety of functions. Some examples of work include:

- Types documents from handwritten drafts and/or magnetic tapes into draft or final form according to required formats by transferring information onto letters, reports, schedules, forms, charts, transmittals, and itinerary.
- Types personnel, fiscal, accounting, or similar computer input documents on typewriter and/or word processor. Proofreads/reviews typed documents for typographical accuracy.
- Files, sorts, retrieves materials, documents in alphabetical, numeric, or chronological order.
- Opens and sorts mail.
- Reviews and proofreads documents for accuracy.
- Operates office machines such as typewriter, postage meter, video display terminal, stamping machine, envelope stuffing, photo copier, adding machine, and calculator.
- Transfers information onto forms, labels, and charts for transmittal.
- Enters data into computer from forms or records.

TRANSFERS/PROMOTIONS INTO PERMANENT POSITIONS

There is no need for an employe to resign from employment with ATS in the event he or she is selected by another Commonwealth agency for a permanent position. ATS is automatically notified by the "gaining" agency of their intention to select an employe and an effective date will be determined when the employe can be transferred or promoted into the agency's permanent position.

EMPLOYEE RIGHT TO RETURN

Employees promoted into permanent positions may elect to return to ATS at any time during the initial 90 calendar days of the employe's probationary period. Employees promoted into substitute positions may elect to return to ATS before the completion of the substitute position.

Employees must submit requests to return, in writing, to ATS in advance of the completion of their probationary period/substitute position.

REQUESTS TO BE REMOVED FROM ASSIGNMENTS

All requests to be removed from assignments must be submitted, in writing, to the ATS administrative office.

Employees are not authorized to leave their assignments without receiving prior authorization from ATS administrative staff. Failure to report to a scheduled assignment without receiving prior authorization from ATS may result in termination of employment.

EMERGENCIES

Employees should notify their assigned supervisor immediately in the event of an emergency situation (injury, etc.) in the work place. ATS will be contacted immediately by the agency where the employe is assigned.

ATTENDANCE/PERFORMANCE POLICIES

Terms and conditions of employment require TCP employees to be available to report to work on a full-time basis. Employees must also be available to regularly move from assignment to assignment to meet a variety of agency staffing needs. Therefore, employees are required to be available for varying daily starting and ending hours, shift work, part-time work, overtime work, etc. Employees are also responsible for making arrangements for transportation to and from a variety of work locations. Failure to meet any of the above mentioned terms and conditions of employment may result in termination of employment.

REPORTING ABSENCES

Employees are required to notify the supervisor where they are assigned within the first hour of the regularly scheduled starting time of work in the event of absence or tardiness, or within time frames established by the agency where the employee is assigned. In the event that an employee is unable to contact his or her assigned agency supervisor, the employee is required to notify ATS administrative offices (783-3917) of the absence or tardiness within the first hour of the scheduled starting time of work.

ILLNESSES

Employees are required to provide a physician's excuse to the supervisor where they are assigned in the event that they are unavailable to report to work for three or more consecutive days due to illness.

PERMANENT EMPLOYMENT OPPORTUNITIES

ATS PLACEMENT PROCESS

All TCP employees who accrue 1,465 or more hours seniority are eligible to participate in the ATS PLACEMENT PROCESS. State agencies post permanent Civil and Non-Civil Service Clerk 1 and Clerk Typist 1 vacancies with ATS. Interested employees with 1,465 or more seniority hours may bid on these vacancies. The three most senior bidders on an agency's vacancy are referred to that agency for consideration.

NOTE: Employees are not eligible to bid on vacancies for higher level classifications outside of the PLACEMENT PROCESS.

ADDITIONAL CIVIL/NON-CIVIL SERVICE PROMOTIONAL OPPORTUNITIES

TCP employees are also able at any time throughout their employment with ATS to apply for and be considered for permanent Commonwealth employment in classifications other than those classifications utilized in the ATS PLACEMENT PROCESS. Employees are able to test for and be placed on inter/intra agency promotional lists for any Civil Service covered classifications for which they are qualified as well as submit applications for any Non-Civil Service classifications for which they are qualified.

NOTE: Employees are in a probationary Civil Service status, therefore, they cannot be considered for "Promotion without Exam" into higher level Civil Service covered classifications.

GENERAL INFORMATION

- Overtime rate is equal to time and one half for any hours worked over 40 in a one week period.
- Employees do not earn and are not entitled to paid annual or sick leave.
- Employees are compensated for actual time worked only. Employees are not compensated for holidays, jury duty, subpoenaed testimony, time off to take tests, interview for Commonwealth positions, or authorized closings of state offices.
- Employees are covered under Workers' Compensation.
- Fair share contribution applies to employees.
- Seniority accrued is not transferable to Commonwealth positions outside of the TEMPORARY CLERICAL POOL.

RETIREMENT INFORMATION

- Employees are required to join the State Employees' Retirement System (SERS) after working 750 or more hours or 100 days in a **calendar year**. After working this period of time, an account is established in the employee's name and social security number, and five percent of the employee's biweekly gross pay is regularly deducted and deposited into the employee's retirement account on each pay date. Employee retirement accounts currently earn four percent interest which is compounded annually. Contributions are refundable to employees in the event they resign from employment or retire.
- The Office of Personnel Services provides counseling to employees and assists them in the completion of necessary forms to effect their membership into the SERS as employees near the completion of the 750 hour/100 day period.

REQUESTS FOR TIME OFF

Employees must obtain permission from their assigned supervisor prior to taking any time off from work. Employees must also obtain permission in the event there exists a need to leave the work site for reasons outside of the normal course of business.

EMPLOYEES MUST OBTAIN APPROVAL DIRECTLY FROM ATS ADMINISTRATIVE OFFICES IN THE EVENT AN EMPLOYEE INTENDS TO BE UNAVAILABLE TO REPORT TO WORK FOR ANY PERIOD OF TIME EQUAL TO OR GREATER THAN ONE WEEK IN DURATION. THE EMPLOYEE MUST PROVIDE WRITTEN NOTIFICATION TO ATS ADMINISTRATIVE OFFICES NO LATER THAN ONE WEEK PRIOR TO HIS OR HER INTENDED ABSENCE.

LONG TERM LEAVE – ILLNESS

Employees who have been employed for at least 12 months and have worked for more than 1,250 hours in the previous 12 month period may be eligible for leave covered under the *Family and Medical Leave Act of 1993* in the event of the employee's or a family member's illness, or in the case of parental responsibilities covered by the act. The employee must provide written notice to ATS administrative offices and a determination of eligibility will be made.

LONG TERM LEAVE – PERSONAL

Long term leave other than that covered under the *Family and Medical Leave Act* is unavailable to employees. If an employee wishes to remain unavailable for a significant period of time, the employee must resign from his or her employment.

Failure to adhere to the above mentioned policies may result in termination of employment.

EMPLOYEE PERFORMANCE

Employees are routinely evaluated to monitor employee skills, development, and performance, and to ensure optimal match of employee skills to the work assigned to them. If an employee is given an unsatisfactory performance evaluation, ATS will notify the employee and work with the employee and the employee's assigned supervisor in an effort to improve performance. Failure of an employee to improve his or her performance may result in disciplinary action up to and including termination of employment.

EMPLOYEE GRIEVANCE/APPEAL PROCEDURES

TCP employees have Civil Service coverage and are in probationary status while employed with ATS. Employees rights to appeal or grieve disciplinary actions are covered under the current AFSCME collective bargaining agreement and the Civil Service Act. Appeals and grievances are limited to matters of discrimination for employees with less than 1,950 hours seniority.

PAY/BENEFITS

CURRENT PAY SCALE The following pay scale is effective through January of 1996 for both Limited Term Clerks and Limited Term Clerk Typists:

	1/8/94	1/7/95	1/6/96
Starting Hourly Rate	\$6.60	\$6.60	\$6.85
Over 1,350 Hours Seniority	\$6.85	\$6.85	\$7.05
Over 2,700 Hours Seniority	\$6.85	\$7.10	\$7.25

- Seniority is based on regular hours worked in the TCP.
- Employees move to higher hourly rate effective the beginning of the pay period in which they obtain over 1,350 or over 2,700 hours as applicable

EMPLOYEE PAY

- Employees are paid on a biweekly pay basis.
- Employees are compensated for time worked during the two weeks prior to the current pay period.
- Employees' paychecks are distributed directly to the location they are currently assigned. (Checks are not held at ATS administrative offices for routine distribution.)
- Direct deposit of paychecks is available to employees.
- PA State Employees Credit Union and U.S. Savings Bond deductions are available to employees.
- Paychecks of all separated employees are automatically mailed directly to their residences unless the employee makes prior arrangements with ATS administrative staff.