

# **Montgomery County Temporary Administrative and Paraprofessional Support Services (TAPS) Client Guide**

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*A guide for TAPS Liaisons and Hiring Managers on  
what to expect from SPS Consulting and our  
professional support staff.*

February 1, 2021

Dear Montgomery County Partners:

**Welcome to working with SPS Consulting!** SPS a Rockville-based staffing and government services firm, is excited to further strengthen our partnership with Montgomery County, its 38 departments and agencies, and the Office of Human Resources.

SPS is uniquely qualified to quickly provide skilled personnel throughout the county. Founded in Montgomery County more than twenty years ago, SPS has established a solid reputation based on our:

- Superior Leadership and Recruiting Team
- 24-Hour Turnaround
- Community Involvement, with a Strong Understanding of Both the County Government and its Workforce
- Demonstrated Commitment to Customer Service

Our approach ensures Montgomery County agencies and departments receive the **right expertise** at the **right time** to fulfill mission essential requirements in serving our County's public. We have put together this guide to provide some insight on our policies and procedures and managing your temporary administrative and paraprofessional support staff(s).

As a lifelong Montgomery County resident, I thank you for the opportunity and look forward to working with you!

Sincerely,

A handwritten signature in blue ink, appearing to read 'Toby Studley', with a stylized flourish.

Toby Studley, President

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## **Responsibilities**

### **As your administrative and paraprofessional staffing provider, SPS is responsible for:**

- All Recruiting Efforts - Candidate Screening, Interview Scheduling, Skills Testing, and Background Screening
- Onboarding Procedure and New Employee Orientation
- Employee Personnel Management
- Human Resource Assistance
- Payroll Processing and Direct Deposit
- Benefits Enrollment and Administration
- Workers Compensation Claims Management
- State Unemployment Insurance Claims Processing
- Tax Filing and W-2 Distribution
- Invoice and Billing Support

### **As the Supervisor of our temporary administrative staff(s), you are responsible for:**

- Desk and Work-site Setup
- Approving Timecards Weekly via Email
- Providing points of contact information, identifying their supervisor and explaining the reporting hierarchy
- Informing the staff of your department's emergency plan, where to evacuate, and other issues related to work site emergencies and safety
- Communicating with SPS if there are any issues or concerns with our staff

### **SPS's administrative and paraprofessional staff are informed of the following:**

- Employee Timekeeping Policies and Procedures
- Overtime is prohibited under this contract
- SPS is responsible for employee pay and benefits administration
- They are not entitled to the same privileges and benefits as tenured staff
- They are not entitled the use of county vehicles in connection with this contract
- They are not entitled mileage reimbursement
- There is no expectation that this placement will result in an offer of permanent employment with the county
- They are expected to check their email and phone for communications from SPS and department supervisors to respond quickly
- We expect our staff to always treat our clients and customers with the highest level of respect and professionalism.
- We expect our staff to be hard-working, motivated and positive

## Personnel Management

SPS takes great pride in the quality of our professional temporary employees. However, it would be inaccurate to say that we have no flaws. When we make a placement that is not a good fit, we take full responsibility and immediately begin to rectify the situation. We stay engaged with our customers until there is a mutually acceptable solution. Some situations can be rectified if together we identify the problem and agree on a solution to implement. We will counsel and redirect our temporary administrative support staff. Additionally, we will follow up with you regularly to make sure our staff meet and exceed your expectations. If our staff shares their concerns with us, we will bring it to your attention as well.

## SPS Contacts

If you have questions about SPS's policies, procedures or any other matters related to hiring temporary administrative support workers, please contact the appropriate SPS resource listed below:

❖ **All Contract Related Matters:**

Primary Contact Kamran Molkara, Operations Manager | 240.676.0712  
[Kmolgara@spsconsult.com](mailto:Kmolgara@spsconsult.com)

Secondary Contact Aleksandra Kazakova, Sr. Recruiter | 240.646.2567  
[Akazakova@spsconsult.com](mailto:Akazakova@spsconsult.com)

Secondary Contact Reza Zavvar, Project Manager | 202.330.6539  
[RZavvar@spsconsult.com](mailto:RZavvar@spsconsult.com)

❖ **Request for New Temporary Professionals:**

[TAPS@spsconsult.com](mailto:TAPS@spsconsult.com) | Main Office 301.652.9112

❖ **Timekeeping and Billing Questions:**

[HR@spsconsult.com](mailto:HR@spsconsult.com) | Fax 301.652.9114

## New Hire Orientation

Each individual that is hired for temporary work must complete our orientation program before starting their assignment. The New Hire Orientation provides information that better prepare the employees to meet the customers' expectations in professionalism, customer service, and performance. Orientation begins by reviewing the SPS mission and values that we expect each employee to uphold. SPS is fully committed to this mission and to ensuring that we provide Montgomery County with employees that reflect this mission.

**“SPS is a company of people committed to delivering high-quality services and solutions that exceed our customers' expectations for quality, responsiveness, and performance.”**

Each employee is provided an employee handbook that further details our expectation and their responsibilities. The handbook is reviewed during orientation and each employee is required to sign an acknowledgement form to signify that they have read and will abide by the guidelines. Please consider the following as you prepare for the arrival of SPS's temporary administrative support staff.

- Identify all required Mandatory County Trainings for the assignment
- Make arrangements for a badge, building access and/or parking permit
- Make sure the temporary administrative support worker's supervisor is present
- Make arrangements for computer hardware and phone access
- Make arrangements telework and VPN access if required
- Have a clean workspace ready with pens and a note pad
- Introduce them to the other staff members and managers
- Give him/her a “housekeeping” summary
  - ✓ Finding the cheapest and accessible public and private parking
  - ✓ Location of the bathrooms and where to find the key
  - ✓ Vending machines, coffee and refrigerator locations
  - ✓ Provide any additional useful information that my helpful

## Cohesive Team

Team work is essential to each department's success. Make thoughtful and purposeful efforts to integrate your temporary administrative support staff with tenured/merit staff. If your temporary administrative support worker is left out of company communications or training, or not given the same level of instruction as tenured staff, this could cause difficulties within your team. Treat the temporary administrative support workers with the same dignity and respect you show to your tenured staff.

Encourage teamwork among your staff. When you see breakdowns or barriers, address them and work to resolve them. Identify what motivates people positively and use it. The temporary administrative support worker knows their role with your organization is not as secure as that of the tenured staff; threats of termination don't motivate.

Provide performance feedback often, especially positive feedback. Verbal feedback is informal yet effective. It lets people know they are on the right track.

Share your feedback with SPS. If you notice a negative trend, let us know and we can work with you and the staff member to resolve it. We have an employee recognition program so we can reward power performers.

### **Assignment End**

SPS will end all assignments and will be responsible for notify our employees. SPS will collect all County property issued and return to the hiring manager as soon as possible.

Talk with SPS when you are considering ending the temporary assignment. Together we can come to terms on how to manage an orderly transition, whether it's transitioning the staff member to your organization or replacing them.

Be straightforward with us about your reasons for ending the assignment so we will know what – or what not – to look for or do in the future. We will decide together how to notify our temporary administrative support worker of their termination, making sure that any company-issued items are retained by our client and that our employees have all of their personal belongings. We conduct a debrief with the manager and we conduct an exit survey with the employee.

### **Work Hours**

All temporary administrative support workers are expected to work all their scheduled hours each day. Absences or tardiness, however legitimate, can be grounds for immediate dismissal. SPS staff members are instructed to notify us via phone or email at [HR@spsconsult.com](mailto:HR@spsconsult.com) if they will be reporting late for work, absent or leaving early. This is in addition to notifying their on-site supervisor and following specific department guidelines.

### **Overtime**

SPS's temporary administrative support workers hired for this contract are informed that this contract does not permit overtime, and they are not permitted to work overtime.

### **Request for Time Off**

Employees are instructed to use our Leave Request form. The employee completes it, obtains their supervisor's approval, and submits it to SPS's Human Resource (HR) department. A copy of this form is included on page 12.

## Earned Sick & Safe Leave

SPS complies with Montgomery County's Earned Sick and Safe Leave law, which applies to all employees working in the County. SPS reviews the provisions of the law with employees, and provides information on requesting leave and reporting leave on their time cards.

## Timekeeping and Payroll

Submitting and approving employee timecards should be a quick and easy process. SPS simplified this process with email timecard approval. Employees receive detailed instructions on how to enter hours worked and time off (where applicable), as well as how to correct entries. The timesheet is an Excel sheet with drop down menus. Employees will input the date, then select the appropriate time from the drop-down menus for their time in, lunch and time out. The sheet will automatically generate their daily and weekly totals.

At the end of the week, the employee will verify the hours and email the completed timesheet to their supervisor for approval, copying [HR@spsconsult.com](mailto:HR@spsconsult.com) on the correspondence. Timesheets can be submitted as an attachment or JPG file (screenshot) within the email.

The supervisor reviews the timesheet and replies "**Approved**" to the email communication. The timesheet is now approved for payroll processing.

Approved timesheets are due by 12PM on the following Monday. Hiring managers may want to designate a back-up to approve timesheets. Email reminders to complete timesheets are sent to all employees. Employees may also submit a printed hard copy if needed.

Employees can view their pay stubs and make changes to their personal information and tax withholding through the Employee Self-Service portal in our iSolved system.

## Pay Periods

SPS follows a bi-weekly pay schedule and our employees are encouraged to setup direct deposit. Our pay schedule is provided to all employees.

## Billing

Invoices will be submitted on a monthly basis to the department billing contact for review and approval. The invoice will include a unique job order number specific to your department and a copy of the assigned temporary contractor's timecard with the supervisor's approval notification.

## Multilingual Testing

SPS understands that some department positions may require basic or advanced multilingual skills such as Amharic, Chinese, French, Korean, Spanish, and Vietnamese. SPS offers language testing to measure specific language skills such as speaking and listening, writing proficiency, reading comprehension, the ability to translate text, or the ability to interpret spoken language.

The Basic test will be used to evaluate a candidate’s oral communication skill in a second language. The Advanced test will be used to evaluate a candidate’s oral and written communication skills in a second language. If your position requires a multilingual skillset, please make sure to include this as a part of the request.

## Background Screen

SPS understand that some designated positions may require a comprehensive background screening and we’ll work with each department to meet specific requirements. Background checks may include one or more of the following: criminal records check, sex offender registry check, child abuse registry check, credit check, motor vehicle check, and state and/or federal fingerprint checks. SPS provides background results following the process below.



If at any time during an assignment, SPS or the County becomes aware of any current or prior criminal offenses or misconduct by a temporary SPS employee that may put the County at risk, we will immediately notify the Supervisor and upon the County’s request we will remove the employee and provide a replacement within 24 hours

## Risk Management

If an SPS employee is injured on the work site, the first thing to do is render aid (first aid or 911), then document:

- Employee Name
- Date, Time and Place of Incident
- Witness Names
- What Happened and Type of Injury Evaluation
- Who Responded

SPS HR should be notified as soon as possible, within 8 hours. SPS maintains a record of workplace incidents and will report the incident to our insurance company when applicable.

## COVID-19 Employee Guidelines

SPS is fully committed to the health and safety of our employees and making sure the workplace is free of any recognizable hazards. Below are the guidelines for employees to follow if they become sick or exposed to COVID-19.

### **Scenario A: The employee is sick but has not received a positive COVID-19 test result**

- The employee will notify SPS Human Resources and their onsite supervisor that they are sick and will be staying home
- They are instructed to stay home until they are feeling better and symptom-free
- The employee will notify SPS Human Resources if they receive a positive COVID-19 test result

### **Scenario B: The employee has tested positive for COVID-19**

- They are instructed to follow the guidance given by their healthcare provider
- The employee will notify SPS Human Resources and their onsite supervisor
- They are instructed to follow their departments guidance regarding their work status and schedule

### **Scenario C: The employee has been in direct contact with and/or exposed to COVID-19**

- They are instructed to call DHHS Disease Control immediately at 240-777-1755 and follow their guidance.
- They are instructed to answer DHHS Disease Control's questions to the extent possible regarding movements in the office and contact with others
- If the employee is advised to leave work, they will notify SPS Human Resources and their onsite supervisor by phone or email
- The employee will provide information regarding their movements and contact at work
- Employees who have been exposed to and/or in direct contact with a positive case of COVID-19 will be placed on administrative leave or may continue to telework if approved

### **Scenario C: The employee quarantined and meets the criteria for recovery to return**

- The employee will notify SPS Human Resources and their onsite supervisor of their intention to return to work
- The employee will provide documentation from a healthcare provider that they have successfully completed/been released from quarantine or isolation
- The employee will confirm with SPS Human Resources and their onsite supervisor before planning to return to work

## Department Feedback

Your satisfaction is our goal! Throughout the assignment, SPS will routinely check in to ensure your satisfaction with the employee's performance, timeliness, customer service, and attitude. SPS will provide an approved evaluation form to the department supervisor at the end of each assignment. SPS will submit the completed evaluation to the Contract Administrator as requested but will also review the results to better improve our service. This evaluation will also help us coach and train employees.

## Timesheet Approval Instructions for Supervisors

- Employees will complete the Excel Timesheet, utilizing the drop-down menu
- Employees will verify the hours and submit the completed timesheet via email to their supervisor for approval by Friday COB, copying [HR@spsconsult.com](mailto:HR@spsconsult.com) on the email
- The supervisor reviews the timesheet and replies **“Approved”** to the email communication
- The timesheet is now approved for payroll processing
- Approved timesheets are due by 12PM on the following Monday



FAX - 301-652-9114  
Email - [HR@spsconsult.com](mailto:HR@spsconsult.com)

EMPLOYEE NAME: John Doe

CLIENT'S NAME: Montgomery County

DAY	DATE	TIME IN	LUNCH BREAK	TIME OUT	DAILY TOTAL	OTHER
Example	January 1, 1999	8:00 AM	0:30	4:30 PM	8 Hrs. and 0 Mins.	
MONDAY	March 1, 2021	8:30 AM	0:30	5:00 PM	8 Hrs. and 0 Mins.	
TUESDAY	March 2, 2021	8:30 AM	0:30	5:00 PM	8 Hrs. and 0 Mins.	
WEDNESDAY	March 3, 2021	9:00 AM	0:30	5:30 PM	8 Hrs. and 0 Mins.	
THURSDAY	March 4, 2021	8:30 AM	0:30	5:00 PM	8 Hrs. and 0 Mins.	
FRIDAY	March 5, 2021	8:00 AM	0:30	4:30 PM	8 Hrs. and 0 Mins.	
SATURDAY		8:00 AM			0 Hrs. and 0 Mins.	
SUNDAY		8:15 AM			0 Hrs. and 0 Mins.	
WEEKLY TOTAL		8:30 AM			40 :00	0
		8:45 AM				
		9:00 AM				
		9:15 AM				
		9:30 AM				
		9:45 AM				

John Doe

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EMPLOYEE SIGNATURE

3/1/2021

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DATE

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SUPERVISOR'S SIGNATURE

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DATE

## SPS Leave Request Form

<b>Name (First, Middle, Last)</b>		<b>Work Location</b>	
<b>Date(s) Requested for Leave:</b>			
<b>LEAVE REASONS</b> (PLEASE LIST DATES AND NUMBER OF HOURS REQUESTING)			
<b>PTO (Paid Time Off):</b>			
<b>Montgomery County Sick and Safe Leave:</b>			
<b>FMLA (must be pre-approved by SPS HR):</b>	<input type="checkbox"/> Intermittent <input type="checkbox"/> Full days		
<b>Jury Duty (please provide copy of summons):</b>			
<b>Bereavement Leave:</b>		<b>Relationship of Deceased to You:</b>	
<b>LWOP (Leave Without Pay):</b>			
<b>Other (please provide reason):</b>			
<b>Failure to submit this form completely, accurately and timely may result in denial of leave and/or disciplinary action up to and including termination of employment.</b>			
<b>SIGNATURE AND AUTHORIZATION</b>			
<b>Employee Signature</b>	<b>Employee Name (Printed)</b>		<b>Date</b>
<b>On-Site Manager's Signature</b>	<b>Date</b>	<b>SPS Manager's Signature</b>	<b>Date</b>
<input type="checkbox"/> Approved		<input type="checkbox"/> Not approved	
<b>FOR ACCOUNTING/PAYROLL USE ONLY:</b>			
<b>PTO Available</b>	<b>Sick and Safe Leave Available</b>		

## 2021 Pay Schedule

PAY PERIOD	PAYCHECK DATE
Dec 21 – Jan 3	Jan 8
Jan 4 – Jan 17	Jan 22
Jan 18 – Jan 31	Feb 5
Feb 1 – Feb 14	Feb 19
Feb 15 – Feb 28	Mar 5
Mar 1 – Mar 14	Mar 19
Mar 15 – Mar 28	Apr 2
Mar 29– Apr 11	Apr 16
Apr 12 – Apr 25	Apr 30
Apr 26 – May 9	May 14
May 10 – May 23	May 28
May 24 – Jun 6	Jun 11
Jun 7 – Jun 20	Jun 25
Jun 21 – Jul 4	Jul 9
Jul 5 – Jul 18	Jul 23
Jul 29 – Aug 1	Aug 6
Aug 2 – Aug 15	Aug 20
Aug 16 – Aug 29	Sep 3
Aug 30– Sep 12	Sep 17
Sep 13 – Sep 26	Oct 1
Sept 27 – Oct 10	Oct 15
Oct 11 – Oct 24	Oct 29
Oct 25 – Nov 7	Nov 12
Nov 8 – Nov 21	Nov 26
Nov 22 – Dec 5	Dec 10
Dec 6 – Dec 19	Dec 24