



WORKING WITH ATHENA

A guide for new clients and supervisors on what to expect from our temporary workers, and a description of the role of ATHENA.

Dear New Client:

Welcome to working with ATHENA - we are thrilled to be working with you! ATHENA Consulting is an award-winning temporary staffing, direct hire and executive search firm. ATHENA is committed to making our clients' lives easier clients by providing solutions to all of their staffing needs and by making it easy to do business with us. We are a fast paced, mission-oriented organization, committed to providing excellent staffing services to government agencies across the nation. From short-term to long-term temporary staffing, large volume project start-ups, specialized staff in health and human services, or knowledge of state and local government, we identify the finest talent to fill our client's unique needs.

We have put together this guide to let you know our policies and procedures and give some helpful tips on working with ATHENA and managing your temporary worker(s).

Sincerely,

Melissa Pappas

Melissa Pappas
Chief Executive Officer



Table of Contents

Responsibilities	5
Getting Answers.....	6
A Good Start.....	6
A Good Fit	6
Position End Date.....	6
Work Hours	7
Timekeeping and Payroll.....	7
Risk Management	8
Supervisor Checklist.....	8

This Client Guide is a summary of what you can expect from ATHENA Consulting relating to your staffing needs. ATHENA has been contracted to provide temporary workers to supplement your department's workforce.

Responsibilities

As your temporary staffing provider, ATHENA is responsible for:

- Recruiting, screening and pre-qualifying temporary workers
- Onboarding and orientation of temporary workers
- Employee personnel file management
- Payroll processing
- W-2 distribution
- Benefits enrollment and administration
- Workers Compensation claims management
- Human resource assistance
- State unemployment Insurance claims processing

As the Supervisor of our temporary worker, you are responsible for:

- **Approving timecards by the deadline (see Timekeeping and Payroll below)**
- Desk and work-site setup (see A Good Start below)
- Providing points of contact including name, telephone and e-mail to each temporary worker identifying their supervisor and explaining the reporting hierarchy
- Informing the temporary worker of your office's emergency plan, where to evacuate and other issues related to work site emergencies
- Communicating with ATHENA if there are any issues or concerns with our temporary worker

ATHENA's temporary workers are told the following:

- They are not entitled to the same privileges and benefits as tenured staff
- ATHENA is responsible for pay and benefits
- There is no expectation that this placement will result in an offer of permanent employment with the client
- They are expected to check their email for messages from ATHENA and to respond quickly
- We expect our temporary worker to always treat the client and customers with the highest level of respect and professionalism

Getting Answers

ATHENA has a team dedicated to making your life easier. This guide is designed to answer any questions you may have about ATHENA's policies, procedures or other matters related to hiring temporary workers. For additional support, please contact info@athenajobs.com.

A Good Start

Just as your new temporary worker wants to make a good first impression, you also want to make a good first impression. Please consider the following as you prepare for the arrival of ATHENA's temporary worker:

- Make any necessary arrangements for a badge, building access and/or parking permit
- Make sure the temporary worker's supervisor is there on the first day
- Make arrangements for computer and phone access
- Have a clean workspace ready with pens and a note pad
- Give him/her a "housekeeping" summary
 - ✓ Location of the bathrooms and where to find the key
 - ✓ Finding the cheapest and accessible public and private parking
 - ✓ Vending machines, coffee and refrigerator locations

ATHENA's new hires are asked to complete a new employee survey after one week of employment, and again after one month of employment. We use that feedback to fine tune our onboarding process or make suggestions to fine tune yours.

A Good Fit

We are confident that we have placed an enthusiastic, qualified temporary worker at your work site. If you have concerns, please contact your Account Manager at your earliest convenience. We will work with you to either counsel our employee to improve the situation or replace the employee.

Position End Date

ATHENA tracks the intended end date of each of our temporary positions; however, we know situations change – assignments can be shortened or extended for a variety of reasons. Please keep ATHENA informed of any changes to intended end dates of the position. We will decide together how to notify our temporary worker of their new end date and make sure that any company-issued items are retained by our client and that

our employees have all of their personal belongings. We conduct an exit survey with both the manager and our temporary employee.

Work Hours

All temporary workers are expected to work all their scheduled hours each day. Absences or tardiness, however legitimate, can be grounds for dismissal. ATHENA temporary workers are instructed to notify us via email at (attendance@athenajobs.com) if they will be reporting late for work, absent or leaving early. This is in addition to notifying their on-site supervisor. Please notify your Account Manager immediately if there is a problem with our temporary employee's attendance or punctuality.

Timekeeping and Payroll

Paycom, ATHENA's web-based timekeeping system, is accessible to employees and designated supervisors from any computer or smart device with internet access. New supervisors will receive an email from ATHENA's HR Team with instructions on how to access Paycom. Both employees and supervisors receive detailed instructions on how to enter hours worked and time off (where applicable), as well as how to correct entries.

Each supervisor is responsible for verifying and approving time at the end of each pay period. ATHENA is legally obligated to pay employees for hours worked, even if they are not reviewed and approved by supervisors. Requests for adjustments to invoices will be made when time was not approved if the request is made within 30 days of the invoice date. Requests received after 30 days of the invoice date, or requests for changes to previously approved timecards cannot be accommodated as this places an undue burden on ATHENA and delays payments beyond the 30 days net pay. ATHENA will not adjust any unapproved hours of an employees' final pay.

Hiring managers should designate a back-up supervisor to have Paycom access to approve timesheets.

ATHENA's temporary employees working on this contract are paid twice monthly. The time periods end on the 15th and last day of each month, and the supervisor's approval of hours worked is due by close of business the next day.

Employees are advised to record their time daily. At the end of the pay period when the timesheet is complete, the employee verifies their entries by checking the Approve Date button. The supervisor reviews the timesheet and clicks the Approve Date button. The timesheet is now approved for payroll processing.

Supervisors must review and approve timecards by close of business on the day after the end of the pay period. **All timecards will be locked at 5PM on that day.**

ATHENA cannot send reminder notifications to supervisors each pay period. A simple way to remember when timecards are due is to create a calendar reminder for the 1st and 16th of every month, as ATHENA's pay periods are the 1st-15, and 16th- last day of the month. We have attached a payroll calendar for your convenience.

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

Risk Management

If an ATHENA temporary worker 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
- Who responded

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

Supervisor Checklist

- Login to Paycom
- Designate a backup timekeeping supervisor
- Create a calendar reminder to approve timecards on the 1st and 16th of each month
- Remember to review and approve timecards each pay period
- Print the calendar of ATHENA pay dates for your desk

2020 PAY SCHEDULE

ATHENA pay periods are the 1st – 15th, with payday on the 25th of the month, and the 16th – end of month, with payday on the 10th of the following month. If the pay date falls on a Saturday, you will be paid on the previous business day. If the pay date falls on a Sunday, you will be paid on the next business day.

JANUARY							FEBRUARY							MARCH							APRIL						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
29	30	31	1	2	3	4	26	27	28	29	30	31	1	1	2	3	4	5	6	7	29	30	31	1	2	3	4
5	6	7	8	9	10	11	2	3	4	5	6	7	8	8	9	10	11	12	13	14	5	6	7	8	9	10	11
12	13	14	15	16	17	18	9	10	11	12	13	14	15	15	16	17	18	19	20	21	12	13	14	15	16	17	18
19	20	21	22	23	24	25	16	17	18	19	20	21	22	22	23	24	25	26	27	28	19	20	21	22	23	24	25
26	27	28	29	30	31	1	23	24	25	26	27	28	29	29	30	31	1	2	3	4	26	27	28	29	30	1	2
2	3	4	5	6	7	8	1	2	3	4	5	6	7	5	6	7	8	9	10	11	3	4	5	6	7	8	9
MAY							JUNE							JULY							AUGUST						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
26	27	28	29	30	1	2	31	1	2	3	4	5	6	28	29	30	1	2	3	4	26	27	28	29	30	31	1
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31	1	2	3	4	5	6	5	6	7	8	9	10	11	2	3	4	5	6	7	8	30	31	1	2	3	4	5
SEPTEMBER							OCTOBER							NOVEMBER							DECEMBER						
Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa	Su	Mo	Tu	We	Th	Fr	Sa
30	31	1	2	3	4	5	27	28	29	30	1	2	3	1	2	3	4	5	6	7	29	30	1	2	3	4	5
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4	5	6	7	8	9	10	1	2	3	4	5	6	7	6	7	8	9	10	11	12	3	4	5	6	7	8	9

*Pay Date

**ATHENA's Office Closed. Check your addendum for holidays observed at your workplace.