



City of Riverside, California
Human Resources Policy and Procedure Manual

Approved:

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Number: I-11 Effective Date: 07/06

SUBJECT: TEMPORARY AGENCY SERVICES PROGRAM

PURPOSE:

To provide a systematic procedure which outlines the utilization of the Temporary Agency Services Program for the City of Riverside.

POLICY:

The Human Resources Department shall administer and coordinate the Temporary Agency Services Program and shall coordinate with the requesting departments, as appropriate. The department wishing to fill a vacancy shall contact the contracted Temporary Agency of their choice to submit their temporary services order. The requesting department should also indicate any special conditions of employment such as shift work, length of assignment, or need for second language proficiency.

Where an emergency situation or other temporary need exists, a department head may, subject to the approval of the Human Resources Director, utilize the services of an agency supplying temporary, short term or emergency help for a period not to exceed 90 days. With prior approval this period can be extended to 1000 hours. Such requests may be used to fill in during the absence of a regular incumbent, during peak work periods or extended leaves, etc.

PROCEDURE:

Responsibility	Action
Requesting Department	1. Directly contacts contracted Temporary Agency and provides assignment, and contact and location information.

Temporary Services Agency

2. Contacts the Human Resources Department when applicant has been secured for assignment.
3. Notifies department supervisor of applicant's name and informs applicant of job location, duration of assignment, and supervisor's name.
4. If temporary agency is unable to fill request, due to specialized skills needed, the City may contact another agency to fill the position.

