Staffing Agency FAQs

**What staffing agency does Pinellas County use?**
Personnel Solutions Plus (PSP)
7225 West Hillsborough Avenue, Tampa, FL 33634
(813) 890-0670
www.personnelsolutionsplus.net

**Can I contact Personnel Solutions Plus directly to get temporary help?**
It depends. For current assignments, hiring managers work directly with PSP as needed to obtain replacements. For new requests, hiring managers need to work with Human Resources using the process shown in the blue box:

**How do I obtain a Personnel Solutions Plus (PSP) contractor?**
1. A hiring manager who needs to fill a new assignment submits the Labor Request Form.
2. Human Resources (HR) reviews the information and makes a recommendation on how to fill the position.
3. If HR recommends a County employee, volunteer, or intern, HR will provide the necessary guidance.
4. If HR recommends using Personnel Solutions Plus (PSP):
   - Human Resources will forward the Labor Request Form to PSP along with the EEO category which determines the PSP fee level.
   - HR will provide labor market pay guidelines to the hiring manager including a typical entry-level pay rate and a recommended maximum pay rate.
   - Pay rates requested by PSP that exceed the recommended maximum rate will need approval by the Appointing Authority.
   - PSP will contact the hiring manager to confirm the pay rate and start date.

**What is our relationship with Randstad?**
Our contract with Randstad ended on March 31, 2018 so Randstad is no longer a County vendor. PSP replaced Randstad as our staffing agency. Many Randstad contractors transitioned to PSP.
What information needs to be gathered prior to submitting a Labor Request Form?
- Reason for request
- Estimated duration
- Work performed and most important tasks
- Minimum education and experience requirements
- Required licenses or certifications
- Work attire
- Required equipment
- Whether the assignment is sensitive (i.e. contact with children or vulnerable adults)
- Whether there is a need to drive a County vehicle
- If it is a BCC department - budget fund number, cost center, and program number
- Hiring manager contact information

What is Human Resources’ role in managing the PSP staffing contract?
Human Resources’ role is to ensure that:
- Contractors are used for their intended purpose.
- PSP is meeting the County’s expectations.
- Appointing Authorities are paying fair market rates for temporary contractors.

What information will HR submit to PSP?
- HR will forward the Labor Request Form and the EEO category which determines the PSP fee level.
- HR will not provide pay rate information to PSP. As the employer, PSP is responsible for determining the pay rate. The market pay rate data that HR provides to the hiring managers is to assist them in the process, similar to the consultation HR provides for hiring regular UPS employees.

How does HR determine the market pay data provided to the hiring manager?
Human Resources reviews the purpose, duties, scope of work, duration, and skills of the position and compares it with prevailing market data.

Who determines the specific pay rate?
1. PSP is the employer and ultimately establishes the pay rate for its employees.
2. Human Resources provides guidance to assist with the process and oversight of the vendor. Specifically, HR provides a typical entry-level pay rate and a recommended maximum pay rate (“ceiling”) to the hiring manager.
3. Using this market pay data, the hiring manager works directly with PSP to determine a mutually agreeable rate. For example, if PSP’s rate is higher than the market pay data, a hiring manager may be able to negotiate a lower rate by reducing the scope of work or skill level required.
4. If the pay rate requested by PSP is in excess of the recommended maximum, the hiring manager should contact Human Resources. HR will follow up with PSP and provide a recommendation to the Appointing Authority regarding approval or denial of the proposed pay rate.
Who pays for temporary staffing agency contractors?
Department managers are responsible for paying invoices from PSP from their budgets. The amount charged by PSP will be the pay rate negotiated with the hiring manager, plus PSP’s fee which is either 33% or 40% depending on the EEO category (see below).

What are EEO categories?
The U.S. Equal Employment Opportunity (EEO) Commission has established broad job categories based on duties, responsibility, tasks, and authority level. Human Resources will determine which EEO category best fits a position and provide this information to PSP to determine the fee level to be added to the base pay rate, as shown below:

<table>
<thead>
<tr>
<th>EEO Category</th>
<th>PSP Fee</th>
</tr>
</thead>
<tbody>
<tr>
<td>Administrative Support</td>
<td>33%</td>
</tr>
<tr>
<td>Professionals</td>
<td>33%</td>
</tr>
<tr>
<td>Service and Maintenance Workers</td>
<td>40%</td>
</tr>
<tr>
<td>Skilled Craft Workers</td>
<td>40%</td>
</tr>
<tr>
<td>Technicians</td>
<td>40%</td>
</tr>
</tbody>
</table>

What information does the hiring manager put on the purchase order (PO)?
The purchase order for PSP should include:
- Name of the individual hired
- Title
- Duration for the position
- Billing rate (= pay rate + PSP fee)*
- Attachment of the confirmation email from PSP to the hiring manager

* For example, if the pay rate for a janitor position is $10/hour, PSP’s fee for a service position is 40% ($4/hour), so the billing rate to list on the PO would be $14/hour.

For more information, please contact Purchasing at 464-3311.

How does a hiring manager close a PSP assignment, or end an assignment early?
Once a contractor has been assigned, a hiring manager should work with PSP directly to change or end an assignment.

What if I have additional questions?
For more information, contact Pinellas County Human Resources at (727) 464-3367 or by email at LaborRequest@pinellascounty.org.