



Duke Temporary Service (DTS)

*Serving Duke's Diverse
Temporary Staffing Needs*

A Guide for
Managers and Supervisors

www.hr.duke.edu/dts
Phone: 919-681-3132
Fax: 919-684-2736

DTS Process Flow

1

Hiring manager identifies need for temporary employee.
All orders are placed through DTS electronically:

www.hr.duke.edu/jobs/dts/order

2

DTS calls to confirm order and provide
timeline for filling the request.

3

The DTS network, which includes Aerotek and Grace Federal Solutions, our onsite temporary staffing partners, fills the order and contacts hiring manager.

DTS is the program manager and primary contact for placing all temporary staffing orders. If Aerotek or Grace Federal Solutions fills an order, then an Aerotek or Grace Federal Solutions representative will contact the hiring manager to confirm placement and follow-up on employee performance.



To request a temporary employee, please complete a DTS Job Order Request.

Please place all temporary staffing job orders through DTS at www.hr.duke.edu/jobs/dts/order or call 919-681-3132 to speak with an employment representative.

If DTS cannot fill the job order, DTS will refer the job order to Aerotek and/or Grace Federal Solutions.

Aerotek and/or Grace Federal Solutions will fill the job order.

- Hiring managers must complete an online DTS Job Order Request and submit the request electronically.
- Once the DTS Job Order Request is submitted, hiring managers will receive an email confirmation of the request.
- All required fields on the DTS Job Order Request must be completed prior to submitting the form.



Before assigning a temporary employee, DTS completes pre-employment checks and an orientation to Duke.

DTS employment representatives interview potential candidates for temporary assignments and perform the following pre-employment checks:

- Court records check conducted prior to hire, including government sanction check.
- DMV check, verification of licenses/certifications, health screen, substance abuse screen, when required.
- Minimum of two references (one must be last or current supervisor), which will be shared with the department.

DTS will also conduct an orientation to Duke, supply parking information, and provide a form that will allow employees to obtain an ID badge. You will want to provide a department-specific orientation when your temporary employee arrives on the first day.



When a temporary employee reports to work, please remember the following:

Supervision of Temporary Employees

- Please provide detailed job instructions to temporary employees. Be sure to provide any special occupational training to temporary employees that is also provided to regular employees, such as hearing screening, special safety training, etc.
- Please establish a work schedule with your temporary employee at the beginning of the assignment. If there is a work schedule change, please notify DTS at 919-681-3132.
- Temporary employees should be supervised at all times. Do not allow temporary employees to work from home.
- Please return performance evaluations forms to DTS within two weeks of receipt. Feedback will be shared with the temporary employee. When the services of a temporary employee are no longer required for any reason, please notify the DTS, Aerotek or Grace Federal Solutions representative.
- Duke Temporary Service employees are responsible for submitting electronic timecards biweekly. Please review and approve the electronic timecard each pay period through the “My Team” tab on Duke@Work in order for the employee to be paid. A “Quick Step Guide” is available for hiring managers on the Duke Temporary Service website that provides an overview of how to approve time through the Duke@Work self-service site (www.hr.duke.edu/selfservice).
- Please review your financial statement for billing information. A transaction in SAP allows departments to view the detail behind the DTS billing postings.

Length of Assignment

Temporary employment at Duke is defined as employees hired to fill short-term assignments for a defined period of time. Temporary employees may not work more than 900 hours during the fiscal year (July 1 – June 30). Assignments may be of any duration in length as long as the 900 hours per fiscal year limit is not exceeded.

A DTS employee who reaches 900 hours worked during the fiscal year, including work with any department across Duke, will be unavailable for any temporary assignment until the beginning of the next fiscal year.

Departments will be notified in writing by DTS when a temporary employee reaches 700 hours worked. The temporary employee will also be notified. If a department's needs exceed a temporary employee's limit of 900 hours worked during the fiscal year, another temporary employee may be requested.

Billing Overtime Hours

Please approve any overtime hours worked by the temporary employee. The temporary employee is paid one and one half times the regular rate of pay for all hours worked exceeding 40 hours in one week. Your department will be billed one and one half times the bill rate for all hours worked exceeding 40 hours in one week.

When the temporary employee works in two different cost centers (more than one assignment), all work hours are combined. If the total combined work hours exceed 40 hours in one week, overtime has occurred. If your department requested the additional hours, you will be billed for the overtime. (For example, if an employee works 20 hours in your department and 20 hours in another department, the department requesting additional hours will be billed for the overtime.) If you have questions regarding responsibility for paying overtime, please contact DTS at 919-681-3132.

Injury at Work

If a temporary employee is injured on the job while working through DTS, the temporary employee must inform the supervisor (you) by the end of the shift in which the injury occurred so you can complete an incident report. You should instruct the temporary employee to complete an incident report also. **If the temporary employee does not report an on-the-job injury to the supervisor (you) by the end of the shift in which the injury occurred, the temporary employee will be released from the assignment and terminated by DTS.** All on-the-job injuries, regardless of severity, of a DTS employee providing temporary services must be reported to the Workers' Compensation office within 24 hours of the department's knowledge of the injury.

If an injury requires emergency medical care, refer the temporary employee to a DUHS Emergency Department or call 911. If the injury requires medical treatment (other than emergency care), refer the temporary employee to Employee Occupational Health and Wellness (EOHW) at 919-684-3136. After hours or on weekends, the temporary employee should go to a Duke Urgent Care facility or a DUHS Emergency Department.

According to Duke policy, failure of the department to comply with this requirement may result in that department being responsible for one hundred percent (100%) of the temporary employee's compensation while the employee is out on workers' compensation for up to one year.

Injuries of Aerotek or Grace Federal Solutions employees should be reported to Aerotek or Grace Federal Solutions immediately.

Aerotek: 919-668-3823

Grace Federal Solutions: 919-668-3820

Hiring Temporary to Regular Staff

DTS employees must be employed for a minimum of 30 calendar days before transferring into a regular position at Duke. If you decide to hire the temporary employee into a regular position, at a minimum, it is important that you recheck pre-employment references which were conducted by DTS at the time of hire.

If the job order was filled by an Aerotek or Grace Federal Solutions employee and you are interested in hiring the temporary employee into a regular position, a conversion fee may be applicable. When the temporary employee converts to regular full-time or part-time employment, the conversion fee will be based on the annualized salary (2,080 hours) of the converted employee up to a maximum of 18 percent. The fees will be calculated by service line and length of service.

- There is no conversion fee for an Aerotek or Grace Federal Solutions employee after working 481 hours in office/ clerical and light industrial positions. If transitioned into a regular position prior to 481 hours, see negotiated conversion fees below:

Hours of Service	Conversion Fee %
0 - 240 hours	18%
241 - 330 hours	15%
331 - 480 hours	10%
481 hours and above	No fee

- There is no conversion fee for an Aerotek or Grace Federal Solutions employee after working 961 hours in accounting, professional, technical (IT), scientific, clinical research and healthcare positions. If transitioned into a regular position prior to 961 hours, see negotiated conversion fees below:

Hours of Service	Conversion Fee %
0 - 480 hours	18%
481 - 650 hours	15%
651 - 960 hours	10%
961 hours and above	No fee

FAQs

What is the mark-up rate for DTS?

The DTS mark-up rate is 16.4 percent for federal grant-funded positions and 34.4 percent for all other positions.

What does the mark-up rate cover?

The mark-up rate covers the cost for pre-employment due diligence, orientation of temporary employees, performance management, payroll and billing. The mark-up rate includes FICA taxes paid on temporary employees.

Will I receive a temporary usage report?

You may review your financial statement for billing information. A transaction in SAP allows departments to view the detail behind the DTS billing postings.

Direct Placement Fees for Aerotek and Grace Federal Solutions:

Fees for direct placements are equal to one percent per thousand dollars of the employee's proposed annual salary (calculated based on 2,080 hours per year) with a maximum of 18%.

Office/Clerical, Light Industrial, Accounting & Professional Employees	18%
Technical, Research, Clinical Research & Healthcare Employees	18%
Scientific, Executive and Director Employees	18%

Mark-up rates for Aerotek per service line:

Service Line	Mark-up on Pay Rate
Office/Clerical	45%
Light Industrial	45%
Accounting	45%
Professional	45%
Technical (IT)	50%
Scientific	50%
Clinical Research	50%
Healthcare	60%

Mark-up rates for Grace Federal Solutions per service line:

Service Line	Mark-up on Pay Rate
Office/Clerical	50%
Light Industrial	50%
Accounting	50%
Professional	45.05%
Technical (IT)	45.05%
Scientific	45.05%
Clinical Research	45.05%
Healthcare	45.05%
Event Staffing	52.7%