

Navigating the Job Order Request Form

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Purpose: [The Temporary Solutions Job Order Portal](#) is an online tool used to:

1. Initiate the hiring, reinstatement, transfer or appointment change process for temporary employees.
2. Onboard non-State government Board and Commission members.
3. Extend active temporary employees beyond the existing assignment end date.
4. Separate active temps or board and commission members when their assignment or appointment comes to an end.
5. Notify Temporary Solutions of a Temp-to-Permanent employment transfer.
6. Process a Salary Adjustment for an active temporary employee.

In this job aid, we will cover the steps to hire and onboard a temporary employee.

Helpful Tips:

- Temporary Solutions often receives a high volume of new requests weekly. For best results, submit your new job order according to the [Temporary Solutions Payroll Deadline Calendar](#).
- The Job Order Portal can be accessed from the NC Temporary Solutions website homepage: [NC OSHR: Job Order Portal](#). Bookmark this page for future quick access.
- Always use the **Red** “Next” and “Back” buttons to navigate through the job order form rather than the internet browser back arrow.



The Job Order Request Form (all fields with a red asterisk require content)

1 Job Order Form 2 Job Details 3 Work Schedule 4 Shift Premium % 5 Work Location 6 Billing Contact 7 HR Contact
8 I-9 Representative 9 Supervisor Contact 10 Recommendation

Page 1 - Job Order Form: The employing State agency identifies themselves in this section by providing the submitter’s email address and then selects the Agency and Division names from the dropdown menus. Attachments such as a completed HR22, PD107, and Resumes can be uploaded here.

Do you have a temp returning to work? Be sure to select, **Yes** or **No** where it asks if this is reinstatement.

Is this a reinstatement ? *

☐ Yes ☐ No

Choose your Agency name from the first dropdown menu. The Division name options will populate after the agency name is selected.

*Note - If you do not see your **Agency** or **Division** name listed in the dropdown menu lists, please contact Temporary Solutions temporary.solutions@nc.gov general email account.*

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NORTH CAROLINA Office of
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Temporary Solutions

Page 2 – Job Order Details: Provide the Working Title and/or the [OSHR Job Classification](#) as well as a brief job description. If the agency does not have a recommended candidate for this role, please include a few requirements (KSAs) along with a brief job description so that TSRecruit (the Temporary Solutions Recruitment team) can post the assignment on NEOGOV.

The Hourly Rate should reflect the maximum pay rate approved for this role. The Billing Rate is automatically calculated on this page when the hourly rate is entered. To prepare in advance, use the [Temporary Solutions Cost Calculator](#) to estimate the rates.

Note – If the selected candidate doesn't qualify for the proposed rate and job classification, your assigned Temporary Solutions Placement Counselor will reach out to discuss available options.

Page 3 – Work Schedule: Select the type of temp that is being hired from **Status** dropdown menu. In most cases, it will be a *Regular Temporary Employee*, but occasionally *Retirees*, *Full Time Students* or *Interns* are hired.

Define the expected duration of the assignment by selecting the **Start** and **End** dates, and the anticipated Work Hours per week.

Note – The High Deductible Health Plan is offered to non-Seasonal, full-time temps that work an average of 30 hours or more each week.

If this job order assignment needs to be posted first, then *an estimated start/end date* is provided. Your Placement Counselor can adjust the dates once a candidate has been selected. **The maximum duration for an assignment for a regular temporary employee is 11 months.** For questions about temps that are exempt from the [31 Day Mandatory Separation Requirement](#), visit our webpage.

Be sure to select, Yes if the assignment is **Seasonal** (6 months or less) and/or **Sporadic**, meaning that this will have an intermittent work schedule. The form default setting is automatically, No.

Page 4 – Shift Premium: This section captures any premiums for working nights, evenings, weekends or on call shifts. The default setting for this section is, **No**. When **Yes** is selected, complete the text box with the % (percentage) amount of premium to be received.

Page 5 – Work Address: Provide the physical work location or office where the temp will report for duty. If this is a remote assignment, type “Remote” next to the address.

Page 6 – Billing Contact: Provide the name and mailing address for the agency contact that will receive the invoicing and financial information from Temporary Solutions.

Page 7 – HR Contact: Provide the name and contact information for the agency contact that needs to receive a copy of this job order request. For some agencies, this may be the same person as the Supervisor or Billing contact or the primary person that tracks temporary employees for their agency division.

Page 8 – I9 Representative: Select the agency representative that will view the DocuSign I9 Verification packet. This is the agency contact that will review, record and upload copies of the ID for the temporary employee to the DocuSign packet sent by the assigned Temporary Solutions' Placement Counselor.

I-9 Representative

☐ Billing Contact ☐ HR Contact ☐ Supervisor Contact ☒ Other

Note - No one outside of the employing agency is authorized to complete this step.

Page 9 – Supervisor Contact: Provide the name, contact information, Employee/Personnel ID and Position numbers for the Supervisor that will approve time for the temporary employee.

Page 10 – Recommended Candidate: State agencies have flexibility in where they source and/or choose candidates for temporary assignments.

If a viable candidate has already been identified, select **Yes**, then provide the name and contact information for the new hire in this section. Once the job order is **Submitted**, it will be routed to the Placement Counselor assigned to your agency.

If you **do not** have a recommended candidate, select **No**, and then click, **Submit** so that the job order form can be routed to the TSRecruit team for posting.

After the posting closes in NEOGOV, the recruitment team will forward all applications to the agency hiring team for review to conduct their interviews and/or background checks. Then the agency will notify the assigned Placement Counselor via email with the selected candidate's name and desired start date. The Placement Counselor will update the job order request on behalf of the agency and proceed with the onboarding activities.