


# Staffing Industry Glossary

# Staffing ABCs



## **Administrative or Clerical Staffing:**

Administrative or Clerical Staffing typically includes the following positions, among others: secretaries, general office clerks, receptionists, administrative assistants, word-processing and data entry operators, cashiers, and phone operators.

## **American Staffing Association (ASA):**

The American Staffing Association is the voice of the U.S. staffing industry. Along with its affiliated chapters, ASA promotes the interests of the industry through legal and legislative advocacy, public relations, education, and the establishment of high standards of ethical conduct. ASA was founded in 1966 to ensure the quality of temporary help services and to promote flexible employment opportunities. Members now offer a wide range of services, including temporary and contract staffing, recruiting and placement, outsourcing, training, and human resources consulting. The association's member companies operate more than 15,000 offices across the nation and account for 85% of U.S. industry sales. (information taken from the American Staffing Association web site [www.staffingtoday.net](http://www.staffingtoday.net))

**Benched:** Temporary employees who are ready to work but not currently on assignment.

**Candidate:** A Candidate is a job seeker who has submitted his or her information to a staffing agency in the

hopes of attaining a position that is best suited to their specific skill set. A candidate may be seeking a permanent or a temporary position and often will work with a recruiter to determine those positions for which they are best qualified.

**Co-Employment:** Often used to describe the relationship among two or more organizations that exert some level of control over the same worker or groups of workers. Co-employers often share some degree of liability for shared employees.

**Contingent:** Describes a work arrangement that differs from regular/permanent, direct wage, salary employment. Contingent workers most often include temporary employees provided by an outside staffing company and independent contractors/consultants. They do not include work done by consulting firms or by part-time regular employees, and are primarily defined by an explicitly defined tenure.

**Contingency Placement:** The practice of charging a fee to either the applicant or the employer only after a successful referral of the applicant to the employer for employment.

**Contractor:** An individual hired to deliver a specific service as described in a contract. In some organizations, this term is used interchangeably with "temporary employee" to refer to individuals employed by a temporary staffing firm, typically at a professional level. An

"independent contractor" is a self-employed individual performing services for a company under contract rather than as an employee, either on- or off-site.

## **Direct Hire (Permanent) Placement Staffing:**

Direct Placement Staffing involves the placement of a candidate with a hiring firm on a full-time basis. In this method of staffing, the staffing firm often performs a comprehensive screening of all viable candidates and the hiring firm will then interview only the best pre-screened candidates. The staffing firm is typically compensated based on the yearly salary of the hired candidate.

## **Employee Leasing or PEO (Professional Employer Organization):**

In an employee leasing or PEO arrangement, a businesses places all or most of its work force onto the payroll of a staffing firm and the staffing firm assumes responsibility for payroll, benefits, and other human resource functions. In this instance, the staffing firm essentially becomes the human resources department for its client.

**Employment Agency:** An employment agency typically finds employment or jobs for individuals who are seeking employment. Different from a staffing agency, an employment agency may charge an individual an upfront fee to find them a job. The fee may be paid in advance or taken as a percentage of the salary of the obtained position.

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**Executive Search:** Refers to the process of recruiting for exempt-level managers or professionals to be employed as traditional employees.

**Finance Staffing:** Finance staffing typically include the following positions in accounting and finance: Accountants, Auditors, Billing, Bookkeepers, Budget Analysts, CFOs, Collections, Controllers, CPAs, Credit Managers, Credit Analysts, Financial Analysts, Investment Analysts, Loan Officers, Medical Billing and Collections, Payroll, SEC specialists, Tax Accountants, Treasurers.

**Healthcare Staffing:** Healthcare Staffing typically includes the following positions, among others: physicians, nurses, medical technicians, therapists, home health aides, and custodial care workers. Some providers specialize in the office support positions within a medical office including medical assistants, lab technicians, medical billing and medical office receptionists.

**Information Technology Staffing:** Information Technology Staffing typically includes the following positions, among others: consultants, analysts, programmers, designers, installers, and other occupations involving computer sciences (hardware or software) or communications technology (Internet, telephony, etc.).

**Job Order:** Refers to a request to a staffing firm or employment agency to refer applicants for a specific position. A job order is the specific set of requirements set forth by an employer for an actual position.

**KPO (Knowledge Process Outsourcing):** A form of outsourcing in which knowledge-related and information-related work is carried out by workers in a different company or by a subsidiary of the same organization, which may be in the same country or in an offshore location to save cost. Unlike the outsourcing of manufacturing, this typically involves high-value work carried out by highly skilled staff.

**Legal Staffing:** Legal staffing typically includes the following positions: Attorneys, Paralegals, Legal Secretaries, Litigation Support Professionals, Law Clerks.

**Light Industrial Staffing:** Typically includes the following positions, among others: cleaners, assemblers, tradesmen, machine operators, and maintenance workers.

**Long-Term Staffing:** Long-term and Contract Staffing involves a staffing firm supplying employees to work on long-term, indefinite assignments. Employees are recruited, screened, and assigned by the staffing firm.

**Managed Service Provider (MSP):** A company that takes on primary responsibility for managing an organization's contingent workforce program. An MSP may or may not be independent of a staffing supplier. MSPs often promote themselves as vendor neutral. Typical responsibilities of an MSP include overall program management, reporting and tracking, supplier selection and management, order distribution and often consolidated billing.

**Managed Services Staffing:** Long-term and Contract Staffing involves a staffing firm supplying employees to work on long-term, indefinite assignments. Employees are recruited, screened, and assigned by the staffing firm.

**Markup:** The percentage added to the temporary employee's hourly pay rate to reach the bill rate.

**On-boarding:** The process of bringing a contingent worker into a position with a goal of providing them all the necessary tools to be productive as soon as possible.

**On-Premise (also see VOP):** On-site coordination of a customer's temporary help services through an exclusive, long-term general contractor relationship with a temporary help company. The designated vendor on premise may enter into subcontracting relationships with other temporary help suppliers, or such relationships may be specified by the customer.

**Outplacement:** A service to guide a terminated employee of a company to a satisfactory new position or career through the provision of counseling and support services, most often paid for by the terminating employer.

**Payroll Services Staffing:** The client recruits its own employees but asks a staffing firm to hire and assign them to perform services. Or workers currently employed by the customer are placed on the payroll of a staffing firm. Payroll services staffing is distinguished from PEO arrangements in that the workers generally are on temporary assignments and make up a small percentage of the customer's work force.

**Placement:** A Placement occurs when a staffing firm brings together a job seeker and an employer for the purpose of establishing an ongoing employment relationship.

**Recruiter:** A Recruiter is the person within a staffing firm that is responsible for identifying and screening/evaluating qualified candidates for an open position within a client business. The recruiter generally works closely with the hiring firm to determine which candidates are best suited for any open positions.

**Recruiting Firm:** A recruiting firm is a firm that identifies and helps to procure employees for a company that is hiring. In contrast to a standard staffing firm, a recruiting firm does not typically place employees on temporary assignments within the company that is hiring and assume the administrative duties associated with the employees, such as payroll taxes, insurance, etc.

**Recruitment Process Outsourcing (RPO):** Typically involves an organization taking on responsibility for all or most parts of an organization's recruiting process for direct hire employees.

**Retained Search:** Service provided by an executive search firm to locate a candidate for a specific position at a client company. Fee is payable whether or not a hire is made

#### **Staffing Industry Analysts:**

A research and analysis firm covering the contingent workforce. Known for its independent and objective insights, the company's proprietary research, data, support tools, publications, and executive conferences provide a competitive edge to decision-makers who supply and buy temporary staffing. In addition to temporary staffing, Staffing Industry Analysts also covers these related staffing service sectors: third-party placement, outplacement, and staff leasing (PEOs). Founded in 1989, the company is headquartered in Los Altos, California.

#### **Statement of Work (SOW):**

Contracts that describe the deliverables and activities promised for completion by a consultant or team of consultants.

**Talent:** Refers to individuals who possess the required skills to be potentially hired for a given position.

**Technical and Mechanical Staffing:** Technical and Mechanical Staffing typically includes the following positions, among others: engineers, scientists, laboratory technicians, architects, draftsmen, technical writers and illustrators, automotive mechanics and machinists, and other individuals with special skills or training in technical fields involving math or science (excluding information technology).

#### **Temporary Full-Time Staffing:**

Temporary Full-Time Staffing involves the placement of a candidate in a full-time position within a hiring firm whose needs are only temporary.

#### **Temporary Part-Time Staffing:**

Temporary Part-Time Staffing involves the placement of a candidate in a part-time position within a hiring firm whose needs are only temporary.

**Temporary Staffing:** Temporary Staffing involves the placement of human resources for non-permanent employment needs. The duration of the placement may have specific parameters or be undefined.

**Temp-To-Hire Staffing:** Temp-to-Hire staffing is the placement of a candidate within a hiring firm for an often-predetermined evaluation period. During the evaluation, it is determined whether the candidate is suited for the position. The candidate is offered the position on a permanent basis at the end of the evaluation period. Temp-to-hire staffing is often preferred by companies that are hiring for a key position within the company.

#### **VMS (Vendor Management System):**

An internet-enabled, often Web-based application that acts as a mechanism for business to manage and procure staffing services (temporary help as well as, in some cases, permanent

placement services) as well as outside contract or contingent labor. Typical features of a VMS include order distribution, consolidated billing and significant enhancements in reporting capability over many systems and processes.

#### **VOP (Vendor On Premise):**

*See On Premise.*

## experience ultimate staffing

### A DIFFERENT KIND OF STAFFING COMPANY

In 1994, our founder, Ben Roth, envisioned a company unique to the industry, one based on pride and purpose. He wanted Roth Staffing Companies, L.P., the parent company of Ultimate Staffing Services, to be an organization customers consistently raved about.

Ultimate Staffing currently operates in nearly every major metropolitan market nationwide. We also manage numerous on-site locations, enabling team members to become closely acquainted with customers' staffing needs.

As a division of Roth Staffing Companies, L.P., we have received awards for quality and service excellence in alignment with the Malcolm Baldrige criteria and we remain the only staffing company to be ranked the #1 fastest-growing, privately-held company in the United States by *Inc.* magazine. We are now one of the largest, privately-held staffing companies in the nation.

### A FULL-SERVICE COMPANY

- » Direct Hire Placements
- » Temporary-to-Hire
- » Temporary
- » On-Premise Management
- » MSP/VMS/1099 Contractor Solutions

