



## FREQUENTLY ASKED QUESTIONS FOR SUBSTITUTE EMPLOYEES

### General

**What is Kelly Educational Staffing (KES)?**

As the national leader in educational staffing and the largest employer of substitute employees, Kelly Educational Staffing has partnered with more than 6,600 public and private schools in 35 states. KES is a division of Kelly Services, Inc., which specializes in the recruitment, placement, and management of substitute employee programs. To date, more than 200 million student learning days have been taught by a Kelly Educational Staffing substitute teacher.

**When will this program be in place?**

The KES program will be in place for the beginning of the 2018/2019 school year

**Do I have to work for KES to continue to substitute for Hazelwood School District?**

Yes, Kelly will now be the employer for all substitute teachers, building aides and teacher assistants within Hazelwood School District.

**What perks do you offer?**

As a Kelly employee, you are now eligible for the following perks:

- Weekly pay
- Service bonus plan
- 401(k) retirement savings plan
- Optional insurance
- Direct deposit
- Discounts at local retailers as part of Kelly's Employee Discount program
- Scheduling flexibility to accommodate your lifestyle
- Ability to select school districts and school location preferences
- Easy access to assignments, using either the phone or internet 24/7
- Employee recognition programs including Substitute Teacher of the Year
- Paid training for employment information and district policies and procedures

**Does Kelly charge me any type of fee for my employment as a substitute employee?**

No, KES does not charge any type of fee for employment.

**Who will be my employer and Kelly contact, and where will they be located?**

Kelly Services will now be your employer and your Kelly contacts will be located at 2458 Old Dorsett Road, Suite 321, Maryland Heights, MO 63043. They can be reached at (314) 317-5420.

**How will they know all my preferences, skills, and/or responsibilities?**

Kelly will meet with you to conduct the hiring process and learn about your preferences, specific skills, and current responsibilities.

**If I choose not to work for Kelly now, may I apply later?**

You are welcome to apply with Kelly at any time. If you are a current Hazelwood School District substitute, please note that you have the opportunity to "transition" your employment at one of the scheduled transition meetings. If you are unable to attend a meeting on this date, please contact Kelly to discuss alternative arrangements. The transition process is an abbreviated version of the full Kelly hiring process and will only be available for a limited time.

**Do you offer any training programs?**

If you are a Kelly Educational Staffing instructional employee, you'll receive a thorough professional training program prior to working in a classroom that includes comprehensive classroom management techniques, information on legal and health issues, teaching strategies, how to be prepared and professional,

etc. In addition, all substitute employees will receive paid training on employment and district policies and procedures – all so you know exactly what to expect and what’s expected of you. Kelly also offers a variety of free and low-cost trainings, including online educational training courses via the Kelly Learning Center and through our exclusive substitute training provider, Smart Practices™.

**Can I work for multiple school districts that Kelly services?**

Through Kelly, you can request to work in any of the schools or school districts we service, as long as you meet the screening requirements of the school or district.

**Will I be considered for assignments outside of substitute teaching?**

If you are interested in taking non-teaching assignments during the summer, holidays, or at any other time, notify a Kelly Representative. We offer a variety of assignments—including, but not limited to—marketing, customer service, and office opportunities.

**What is the pay rate for a substitute employee at Hazelwood School District?**

<b>Substitute Employee –Pay Rate/Definition</b>	
<b>\$95.00/day</b>	<b>Substitute Teachers</b>
<b>\$215.48/day</b>	<b>Long Term Certified Substitute Teachers</b>
<b>\$11.88/hour</b>	<b>Building Aides/Teacher Assistants</b>

**Will my pay change?**

No—you will receive the same pay that you have received working directly for the school/district.

**Frontline**

**What is Frontline?**

Frontline is our automated tool that lets you manage your schedule and search for/accept substitute teaching assignments via the Internet or Interactive Voice Response (IVR) telephone technology. In addition, you will use Frontline to record your time worked, for payroll purposes.

**Whom do I contact if I have a question about Frontline or an available assignment?**

Call the Customer Service Center at 1-866-KELLY-98 and we will be happy to help you. You can also refer to the Frontline Substitute Employee Guide at mykelly.com under the Kelly Educational Staffing division.

**When do I start using Frontline?**

Effective **7/30/2018**, assignments that begin on or after **8/06/2018** will appear in Frontline. You can review those assignments and choose any that interest you.

**What do I use to log on to Frontline?**

Your ID is your 10-digit phone number with area code noted in Frontline (Ex: 9043958734). Your PIN is the last four digits of your Social Security number. After your initial log in, you may change your PIN.

**How will I be paid?**

Enter your time on your electronic time sheet in Frontline for each day that you work. You will be paid weekly, based on the time recorded in Frontline. You will have an opportunity to sign up for direct deposit or money network card during the hiring process.

**What is the weekly deadline for the electronic time sheet completion in Frontline?**

Time must be entered into Frontline by Sunday at 11:59 P.M. local time for the week worked. For your convenience, you can log time into Frontline for each day you work at the end of each day or the end of the week. For example, if your assignment was scheduled to end at 4 P.M., you can log time for that assignment beginning at 4 P.M.

**What happens if I forget to complete my electronic time sheet?**

If you forget to enter in your time by Sunday at 11:59 P.M., please enter your time as soon as possible. If you miss the cut-off time, your paycheck will be delayed until the following week.

**What if the Frontline assignment has the wrong name for the teacher I replaced that day?**

**DO NOT** enter your time for that assignment. Call the Customer Service Center at **866-KELLY-98** and we will correct the assignment to reflect the correct teacher’s name. You will then be able to enter your time for that assignment.