



## Office—Clerical and Administrative

# FAQS

### for Staffing Clients



#### What positions can my company fill using a staffing firm?

GENERAL OFFICE CLERKS

RECEPTIONISTS

ADMINISTRATIVE ASSISTANTS

CALL CENTER STAFF

DATA ENTRY (OPERATORS)

EXECUTIVE ASSISTANTS

CASHIERS

ACCOUNTING SUPPORT

OTHER ADMINISTRATIVE EMPLOYEES



#### Why would a company choose to partner with an office—clerical and administrative staffing firm?

Businesses say that workforce flexibility is an important reason to work with staffing firms because it allows them to remain fully staffed during busy times. Whether it's a temporary job lasting a few months or several years—or a temporary-to-hire placement—staffing companies allow businesses to adjust their workforces to meet their changing needs.

Partnering with a staffing firm can be a powerful business strategy for a company. Businesses can “audition” candidates to ensure they are perfect fits for positions. Staffing firms also are experts at recruiting. They build strong professional relationships with their clients so that they can predict—and fulfill—staffing needs before their customers anticipate them. Staffing firms have the expertise to find the best candidates for client needs, and afford companies the flexibility to address skills shortages or fluctuating demand.

Working with a staffing firm allows you to focus on your core business while your staffing firm partner works to find the best candidate for any job openings.

## What types of businesses are using office-clerical and administrative staffing services?

COMPANIES OF ALL SIZES—FROM SMALL, START-UP ORGANIZATIONS TO FORTUNE 500 CORPORATIONS—USE OFFICE-CLERICAL AND ADMINISTRATIVE STAFFING SERVICES TO GROW THEIR BUSINESSES AND OBTAIN THE FLEXIBILITY THEY NEED TO KEEP FULLY STAFFED DURING BUSY TIMES—SUCH AS DURING THE WINTER HOLIDAY SEASON. STAFFING FIRMS PROVIDE STRATEGIC SUPPLEMENTAL WORKFORCES, AND HELP COMPANIES GROW THEIR BUSINESSES.

### **Q** Is it possible for me to hire one of the temporary employees that a staffing firm provided? If so, what is the process?

Yes. Staffing firms also allow you to hire a temporary or contract employee as a permanent member of your team. This process varies by staffing firm, but a placement fee may be negotiated with a staffing firm to complete the hiring process.

### **Q** What are the benefits of working with an office-clerical and administrative staffing firm?

Staffing firms remove the burdens of unemployment insurance, workers' compensation liabilities, and tax issues from clients. Staffing firms serve as business partners to their clients and provide pertinent industry information and updates—particularly related to employment law and worker safety—as the economic, legal, and regulatory landscape continues to evolve.

### **Q** What is the range of services that office-clerical and administrative staffing firms provide?

Staffing firms in this industry sector provide a spectrum of services—temporary, temporary-to-hire, and direct-hire placements—to their clients.

Responsibilities managed by staffing firms include, but are not limited to, payroll, insurance and other benefits, and workers' compensation—alleviating human resource-related paperwork challenges for clients and allowing the companies to concentrate on other aspects of their businesses.

Office-clerical and administrative firms also may conduct skill and software testing to provide qualified candidates for your positions. Additional customized testing and training can be conducted depending on the industry and job requirements.

To view a comprehensive listing of FAQs about office-clerical and administrative staffing, visit [americanstaffing.net/workforce-solutions-for-staffing-clients](http://americanstaffing.net/workforce-solutions-for-staffing-clients).



### **What accounts for growth of the staffing industry?**



**Flexible labor force.** Companies are tapping into the flexible workforce to keep fully staffed during busy times.

**ASA members pledge to adhere to a code of ethics and best practices**—most of which deal with employee and employer relations. Moreover, because ASA promotes legal, ethical, and professional practices for the staffing industry, its members are kept abreast of the latest developments in labor and employment laws and human resource best practices. One of the principal missions of ASA is to encourage high standards of ethical conduct in dealings with employees, clients, and competitors.