**TempWorks University**

**Recruiter 101 Workbook**



**Scope**

This workbook is meant to accompany the TempWorks University Recruiter 101 videos posted on the TempWorks knowledge base: <http://kb.tempworks.com>. If you have never used Enterprise before, please review the Enterprise 101 videos before completing Pay/Bill 101.

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**Overview**

1. The website that acts as an interactive TempWorks library with training videos and articles is:

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1. Dashboard widgets are:
2. Keyboard shortcuts are located within:
3. Can employee records be deleted out of Enterprise?
4. What is the difference between an order and an assignment?

**Hierarchy**

1. Where does one access the hierarchy wizard?
2. Hierarchy determines a user’s scope of:
3. What is an Entity?
4. What is a Branch?

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**Employee Part 1 – The Basics**

1. There are three ways to create an employee record in the system:

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1. When manually adding a new employee, how is the “Branch” determined within the tax setup section of the “add new employee screen”?
2. The washed status refers to:

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1. Is there a limit to the number of documents that can be stored on an employee record? If so, what is it?
2. Users’ document all of their recruiter activity by:

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1. True or False: Message action codes and interest codes can be customized by your company to match the types of messages you log and the interest codes (skills) that you track.
2. How can a user determine whether an employee record is currently active?

1. Employees’ can be deactivated and reactivated by:

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1. These two buttons are important because:



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1. Every time an employee reports that they are available for work, log this message:

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1. What does the “star” icon allow within the avatar area allow users to do?

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1. What are interest codes used for?

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**Employee Part 2 - Searching**

1. Before ever starting a new search, what should you do?

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1. Below is an example of an enhanced search that pulls up all employees that have reported available in the last week:

* Click “Enhance Search”
  + Select the Profile Category
    - * Click the “Message Action” field
        + Set the message action to “Available”

Click the “Message Date” field

Set the first dropdown to >=

Set the date to last Monday

1. What category within the enhance search section allows users to search on message action codes and interest codes?
2. When selected, what does the “show in results” check box do when running a search?
3. To save a search (so that it be run again in a moment’s notice) do this:

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**Employee Part 3 – The Employee Details**

1. What is an “assignment restriction” and what functionality is tied to it?
2. Can contact methods be deleted from the employee visifile?
3. What contact method allows you to text an employee out of Enterprise?
4. Where should one document behavioral based interview questions?
5. Where are reference checks stored?
6. Where does one document the desired pay of an employee?

**The Resume Parser**

1. Where is the resume parser located in Enterprise?
2. What can be parsed into Enterprise?
   1. A resume file
   2. A folder of resumes
   3. The text of a resume
   4. All of the above
3. Can image based pdf’s (scanned resumes) be parsed into Enterprise?
4. How do you “create and export a resume” from the employee record? What does that do?

**Customers Part 1 – The Basics**

1. Where can a user locate the contacts associated with a customer?

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1. What is a wildcard search? What does it do?

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1. Every physical location that a temporary employee is sent to is called a:

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1. If directions and dress code information is added to a worksite, where will that information flow?
2. What are multiplier codes?
3. Where are multiplier codes *originally* added in Enterprise?
4. What happens when a required document is added to a customer record?

1. What is the benefit of attaching default worker comp codes to a customer record?
2. What does it mean if a customer interest codes is “required”?

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**Orders Part 1 – The Basics**

1. To create a new order in Enterprise:

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1. What information flows into a new order from the customer record?

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1. What *status* does a new order default to?
2. When a user assigns the number of people required on an order, what happens to the order status?
3. To easily reference open orders throughout the day I can:

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1. To find all of the active and unfilled orders in my branch run the following order search:

* Set the “Filled” toggle button to “unfilled”
  + Set the “Active” toggle button to “active”
    - * Set the branch dropdown to my branch

**Orders Part 2 – Order Details**

1. What is a *Master* order?
2. Why should one NOT include start dates or end dates on a *master* order?
3. How do you copy an order?
4. What is the gross profit calculator and where is it located?

**Assignments Part 1 – The Basics**

1. To create a new assignment in Enterprise:

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1. There are two types of “assignment restrictions,” what are they, and what do they mean?

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1. What is the difference between “Save” and “Save and Close” when creating an assignment?

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1. To confirm that an employee has been successfully assigned, users can navigate to what page of the employee record?
2. To see all employees that have been assigned to an order, as well as individual pay rate, bill rate, start date, and end date information, navigate to this page:

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**Assignments Part 2 – The Candidate Worksheet**

1. In using the candidate worksheet, how would a user search for candidates for a specific order?

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1. How would a user document a message from a search results page?

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1. What happens when a candidate is added to an order?

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1. How would you update a candidate’s current status (ex. From *submitted* to *interview*)
2. How would a user include notes/comments when updating a candidates status?

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1. What page within the employee record allows a user to see an employee’s candidate history?

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**Assignments Part 3 – Manage & Close Assignments**

1. What category within the employee “enhance search” allows users to search by assignment start date?

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1. True or False: First day check in call messages can be linked/posted to the employee and assignment record?

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1. If the “expected end date” on an assignment passes, what happens?

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1. What happens when the “Customer DNA” checkbox is selected within an assignment?
2. How can a user close multiple assignments from the order record?

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1. How are pay raises properly documented in Enterprise?

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