1.1 ENGLISH

🧾 HR GENERALIST / STAFFING DISPATCHER — STANDARD OPERATING PROCEDURE (SOP)

Purpose:

This guide defines the end-to-end process for receiving, processing, and onboarding applicants in a staffing office. It ensures consistency, accuracy, and compliance across all intake and verification steps.

Applies to:

All staffing dispatchers and HR generalists responsible for application reception, verification, data entry, and document upload.

Compliance Notice:

⚠️ All personal and employment data must be handled in accordance with **federal I-9, privacy, and anti-discrimination regulations.**

1. WRITTEN APPLICATION PROCESS

1.1 Applicant Reception

1. Greet the applicant professionally.
2. Provide a **Post-It** note and request their **full name** and **Social Security Number (SSN)**.
3. Run this information through the following systems:
   - **Outlook**
   - **LawLogix**
   - **TempWorks**
4. Check for prior applications or alerts.
   - If there's an **alert**, deny the application.
   - If there's a **prior record**, note the **Aident / ID number** immediately.
   - If **PII** has been removed from TempWorks, create a new profile using the same ID.
   - If it's an **update**, verify that all information matches and renew the I-9 if required.

1.2 Paperwork Distribution

1. If the applicant must complete a new application:
   - Provide the **first section** (small 2-page booklet).
   - Attach the **Post-It** with their info to the **second section** (large stack).
2. Instruct them to:
   - Use **one ink color** only.
   - Write the **current date** in the correct format (MM/DD/YYYY).
   - If they only speak Spanish, guide them to use the **Spanish reference booklet** outside.
3. Once completed, **review and proofread** for accuracy and completeness.

1.3 Document Verification

1. Request original identification documents.
2. Confirm authenticity and validity.
3. Check:
   - **List A:** Establishes both identity and work authorization, *or*
   - **List B + C:** Paired to establish identity **and** U.S. work authorization.
4. If documents are valid:
   - **Scan** them to the main office email.
   - **Copy** both sides onto one page and place inside the small application booklet.
   - Return originals to the applicant.

1.4 Completing Paper Application

1. Provide the second part (large stack), which includes:
    - Emergency Contact Form
    - Acknowledgment Form
    - Self-ID Form
    - ACA (Enrollment & Determination)
    - Sexual Harassment Training Certificate
    - GMPs (if applicable)
    - State W-4
    - Federal W-4
    - Direct Deposit Form
2. When returned, review for:
    - Legibility
    - Correct SSN, addresses, and dates
    - Proper signatures
3. Correct minor errors neatly and place all forms back into the small booklet.

2. COMPUTER ENTRY PROCESS

2.1 Tax Credit Form

1. On the kiosk, open the **Tax Credit portal**.
2. Instruct the applicant to:
    - Enter basic personal information → *Click "Next"*
    - Answer the tax-credit questions → *Click "Next"*
    - Enter SSN and full name as **virtual signature**
    - Wait for confirmation message: *"Thank you for your participation."*
3. Confirm submission before proceeding.

2.2 Orientation Setup

1. Play the **Orientation Slideshow (79 slides)** — available digitally or in binders.
2. While the applicant reviews:
    - Create their profile in **TempWorks** and **LawLogix**.
    - Generate the **Aident / ID number** (required for system linking).
3. Once orientation is complete, assign and open the **20-question True/False Test**.
4. Fill the top fields (Name, ID, Contact Info) before they begin.
5. When done:
    - Check for a **passing score**.
    - Record the result.

2.3 I-9 Form Completion

1. If the test is passed:
    - Open the **I-9 Form** for the applicant.
    - Review for accuracy and completion.
2. Ensure Section 1 appears on your **LawLogix dashboard** once saved.

2.4 Training & GMP Videos

1. Start assigned training videos (GMPs, Safety, etc.).
2. During playback:
    - Enroll the applicant in **WebTrax** for shift assignment.
    - Fill out **punch card info** (name, ID, photo, barcode).
    - Prepare the **Wisely Card** envelope:

- - - ■ Write applicant name & ID.
      - ■ Copy the front side (account & barcode).
      - ■ Include in the application file.
    - ○ If the applicant has **Direct Deposit / Voided Check**, Wisely card is **not required**.
3. Wait until videos are complete.

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3. FINALIZATION

3.1 Document Delivery

Provide the applicant with:

- **Non-Discrimination & Anti-Harassment Policy** (keep it)
- **Wisely Card Envelope** (contains routing & account info)
- **Punch Card** (mandatory for clock-in; repeated loss may cause termination)
- **Position Details** (inform them if positions are currently available)

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4. SYSTEM PROGRAMS OVERVIEW

Program	Function
Outlook	Communication & internal coordination
WebTrax	Shift assignment & time tracking
TempWorks	HRIS: applications, payroll, file storage
LawLogix	I-9 compliance & document verification
WebCenter	Employee self-service: pay history & W-2s
SharePoint	Orientation test and reference materials

5. OUTLOOK & COMMUNICATION ETIQUETTE

1. Respond to emails **promptly and accurately**.
2. Maintain formatting — use proper structure:
   - Greeting
   - Message body
   - Closing ("Thank you," + signature)
3. Always send to **primary recipients**, and **CC** your **manager and dispatcher**.
4. Avoid informal language or emojis in professional messages.

6. UPLOADING & FINAL REVIEW

6.1 Document Upload

1. Scan and upload the following into **TempWorks**:
   - Emergency Contact Form
   - ACA Enrollment & Determination
   - GMPs (if applicable)
   - Sexual Harassment Certificate
   - State & Federal W-4
   - Direct Deposit Form
   - Test Results
   - I-9 Section 2 and Document Scans
2. Do **not upload** the Acknowledgment Form or Self-ID Form (save only).
3. Proofread all uploads before submission.
4. Send **Direct Deposit forms** to the payroll department for review.
5. Submit full application packet to the **Manager** for final approval.
6. Apply any **requested corrections** promptly.

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7. MISCELLANEOUS RESPONSIBILITIES

1. Maintain office cleanliness and organization.
2. Arrive on time and follow attendance protocols.
3. Notify management in advance if late or absent.
4. Remain respectful with applicants and coworkers.
5. Answer phone calls courteously and professionally.
6. De-escalate issues calmly; involve a manager only when necessary.
7. Support inventory tracking and printer maintenance.
8. Follow all safety, compliance, and data security guidelines.

✅ Summary

This SOP ensures that every HR dispatcher maintains **accuracy, professionalism, and compliance** during the hiring process. By following each phase — Written Intake, Computer Entry, Orientation, I-9, and Final Upload — you maintain operational efficiency, uphold company standards, and create a smooth onboarding experience for every applicant.

Would you like me to now produce the **Spanish Base Version** in the same professional tone (keeping English tool names like TempWorks, Outlook, etc.)?