

2.1 ENGLISH

HR GENERALIST / STAFFING DISPATCHER — TRAINEE GUIDE

Purpose:

Welcome to your HR and Dispatch training! This guide helps you understand each step of the applicant process — from greeting candidates to uploading their documents correctly. Follow these instructions carefully to make sure everything runs smoothly.

1. Application – Paperwork Part

Greet and Collect Info

1. Greet the applicant with a smile 😊
 2. Ask for their **full name** and **SSN** (Social Security Number).
 3. Write both on a **Post-It**.
 4. Search their info on:
 - **Outlook**
 - **LawLogix**
 - **TempWorks**
 5. If there's an **alert**, stop and tell your supervisor.
 6. If there's a **previous application**, write down the **ID (Aident)**.
 7. If info was deleted, create a new profile but use the same ID.
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Prepare the Paperwork

1. Give the applicant:
 - The **small booklet** (first section).
 - The **big stack** (second section).
2. Stick the Post-It on the big stack.
3. Tell the applicant:
 - Use **only one ink color**.
 - Use **MM/DD/YYYY** date format.

- If they only speak Spanish, show them the **Spanish guide** outside.
 - 4. Check their first part when they finish — make sure it's complete and readable.
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Verify Documents

1. Ask for ID documents.
 2. Check if they're valid and acceptable:
 - **List A:** proves identity *and* work authorization, **or**
 - **List B + C:** together prove both.
 3. If everything looks good:
 - Scan and email the docs to the main office.
 - Copy both sides on one page.
 - Place the copy inside the small booklet.
 - Return the originals to the applicant.
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Second Part of Application

Ask them to fill out these forms:

- Emergency Contact
- Acknowledgment
- Self ID
- ACA
- Sexual Harassment Certificate
- GMPs (if needed)
- State & Federal W-4
- Direct Deposit


When they bring them back:

1. Review everything.
 2. Fix small mistakes if needed.
 3. Keep everything neat inside the small booklet.
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2. Application – Computer Part

Tax Credit

1. Guide the applicant to the **Tax Credit** section on the kiosk.

2. Tell them to:
 - Fill in personal info → Click **Next**.
 - Answer a few questions → Click **Next**.
 - Type their SSN and name as their **virtual signature**.
 3. Wait for “ *Thank you for your participation.*”
 4. Confirm it's submitted.
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Orientation

1. Let the applicant read the **Orientation Slideshow** (79 pages).
 - Can be done on the computer or from the binder.
 2. While they read, create their profile in:
 - **TempWorks**
 - **LawLogix**
 3. Create their **Aident / ID number**.
 4. When they finish reading, give them the **20-question test**.
 5. Fill in the top with their **Name, ID, and contact**.
 6. Once they finish, check if they **passed** and record the result.
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I-9 Form

1. If they pass the test, open the **I-9 Form**.
 2. Help them fill it out.
 3. Review carefully before saving.
 4. Make sure it appears on **LawLogix** under your office.
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Training Videos

1. Play the **GMP / Safety training videos**.
2. While they watch:
 - Enroll them in **WebTrax** for shift setup.
 - Fill out **Punch Card** (name, ID, photo, barcode).
 - Prepare their **Wisely Card**:
 - Write name & ID.
 - Copy the front (account & barcode).
 - Include in the application packet.
 - Skip this if they already have direct deposit info.
3. Wait until videos are done.

✓ 3. Finishing the Application

Give the Applicant

- 📄 **Non-discrimination Policy** (they keep it)
- 💳 **Wisely Envelope** (with account info)
- 🕒 **Punch Card** (needed for work; don't lose it)
- 📋 Tell them about available jobs before they leave.

⚙️ 4. Programs You'll Use

Program	What It's For
Outlook	Email & communication
WebTrax	Assign shifts & check hours
TempWorks	Manage employees, payroll & files
LawLogix	I-9 forms & document checks
WebCenter	Check pay & W-2s
SharePoint	Orientation test & HR materials

✉️ 5. Email & Communication Tips


- Always answer emails **on time**.
- Keep messages short and polite.
- Start with a greeting, end with "Thank you" and your name.
- CC your **manager and dispatcher** on every email.
- Never use emojis or slang in official emails.

📁 6. Upload & Final Review

1. Scan and upload in **TempWorks**:

- Emergency Contact
 - ACA
 - GMPs (if any)
 - Sexual Harassment Certificate
 - W-4s
 - Direct Deposit
 - Test Results
 - I-9 + document scans
2. Don't upload: Acknowledgment or Self ID forms.
 3. Proofread all uploads.
 4. Send Direct Deposit to the payroll team.
 5. Give the packet to your manager for approval.
 6. Fix any issues quickly.
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7. Other Responsibilities

- Keep the office clean.
 - Be on time .
 - Let your manager know if you'll be late or absent.
 - Be respectful to applicants and coworkers.
 - Answer phones politely.
 - Don't argue; get help if needed.
 - Help with inventory or printers when asked.
 - Follow all safety and data rules.
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Final Message

You are the **first contact** for every new employee.

Your job keeps the team organized, documents accurate, and onboarding smooth.

Work carefully, stay respectful, and always double-check your details.