3.1 ENGLISH

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

Audience: Managers, trainers, and HR supervisors

Purpose: To establish a consistent, compliant, and efficient workflow for applicant intake, documentation, system entry, and onboarding in staffing operations.

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1. Application Intake — Written Process

1.1 Applicant Reception

- Greet applicants courteously and establish professionalism from the start.
- Request **Social Security Number (SSN)** and **full legal name**.
- Record both on a **Post-It** for easy reference.
- Run checks in the following systems:
    - **Outlook** — email correspondence or internal alerts
    - **LawLogix** — document or I-9 status verification
    - **TempWorks** — prior applications, status, or alerts

Decision Criteria:

- If an **alert** appears, deny continuation and notify your manager.
- If there's a **prior application**, note the **Aident ID**.
    - If PII was removed or there are instructions to reset, create a new record but **retain the same Aident ID**.
- For **updates**, verify all data matches the system and determine if a new I-9 is needed.

1.2 Document Distribution

- Provide the applicant with:

- - **First part:** small two-page booklet (personal data & legal forms)
  - **Second part:** larger stack (supplementary forms)
- Place the Post-It on the large stack for easy identification.
- Instruct:
  - Use **one color of ink** throughout.
  - Write dates in **MM/DD/YYYY** format.
  - Spanish-speaking applicants may use the **Spanish guidance binder** outside.

Upon completion of the first section:

- **Review** for legibility, consistency, and completeness.
- Proceed only if all mandatory fields are filled.

1.3 Document Verification

- Request **identification and work authorization documents.**
- Confirm document validity per the **I-9 guidelines**:
  - **List A:** proves identity and work authorization, or
  - **List B + List C:** combined proof of both.
- Examine document legitimacy carefully.
- **Scan and email** valid documents to the main office.
- Copy all IDs on a **single page** and insert into the first booklet.
- Return original documents to the applicant.

1.4 Completion of Second Part

Forms included:

- Emergency Contact
- Acknowledgment Form
- Self-Identification (Do not upload)
- ACA Enrollment
- Sexual Harassment Training Certificate
- GMPs (if applicable)
- State and Federal W-4
- Direct Deposit

Upon receipt:

- Verify accuracy and completeness.
- Correct discrepancies as needed.

- Assemble all documents in the small booklet for continuity.

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2. Application Intake — Digital Process

2.1 Tax Credit Process

- Direct the applicant to the **Tax Credit** form on the kiosk.
- Ensure they:
    - Enter required personal data.
    - Complete questionnaire.
    - Sign virtually using SSN and name.
- Confirm receipt of the **"Thank you for your participation"** message.
- Verify submission before proceeding.

2.2 Orientation and Testing

- Provide the **Orientation Slideshow** (79 pages), available digitally or via printed binder.
- During orientation:
    - Create the applicant's **profile** in:
        - **TempWorks**
        - **LawLogix**
    - Generate the **Aident/ID number**.
- After reading, issue the **20-question test** (True/False).
- Fill header fields: name, ID, and contact info.
- Upon completion, review results and record pass/fail status.

2.3 I-9 Completion

- Upon passing the test, open the **I-9 Form** in the system.
- Guide the applicant through Section 1.
- Review for accuracy.
- Confirm the entry appears correctly in **LawLogix** for your office.

2.4 Training and Video Modules

- Play the **GMP and safety training videos.**

- While the videos run, complete:
    - Enrollment in **WebTrax** for shift assignment.
    - Creation of **punch card** (with ID, photo, barcode).
    - Preparation of **Wisely Card envelope**:
        - Write full name and ID.
        - Copy front (account number and barcode).
        - File inside the application packet.
- If a direct deposit form or voided check is provided, **skip Wisely setup.**

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3. Finalization and Applicant Handoff

3.1 Deliverables to Applicant

- **Non-Discrimination and Anti-Harassment Policy** — applicant keeps.
- **Wisely Card Envelope** — explain importance of account/routing details.
- **Punch Card** — stress the importance of retention and punctuality.
- Inform the applicant of current openings and provide next steps.

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4. System Overview

System	Purpose
Outlook	Internal email, communication, and documentation exchange
WebTrax	Shift setup and time tracking
TempWorks	HRIS: employee creation, payroll, and file management
LawLogix	I-9 management and document verification
WebCenter (TempWorks)	Employee self-service for pay history and W-2s
SharePoint	Document storage and orientation testing access

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5. Communication Standards

- Respond to emails promptly and professionally.
- Maintain corporate formatting: greeting → body → closing → signature.

- Include **main recipients and CC your manager and dispatch office**.
- Use neutral, formal tone at all times.
- Never forward confidential data without encryption or approval.

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6. Document Upload & Quality Control

Upload to TempWorks:

- Emergency Contact
- ACA (Enrollment + Determination)
- Sexual Harassment Certificate
- GMPs (if applicable)
- State and Federal W-4
- Direct Deposit Form
- Test Results
- I-9 (with attached scans)

Do Not Upload:

- Acknowledgment Form
- Self-ID Form

Final Steps:

1. Proofread all documents.
2. Email Direct Deposit to Payroll for confirmation.
3. Submit packet to management for review.
4. Implement requested corrections within 24 hours.

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7. General Office & Compliance Standards

- Maintain a **clean, organized workspace**.
- Arrive punctually and report delays in advance.
- Communicate respectfully with applicants and coworkers.
- Answer calls with professional greetings.
- De-escalate conflicts and involve management only when necessary.
- Support inventory tracking and printer maintenance.
- Follow all **data security, confidentiality, and compliance protocols**.

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8. Quality Metrics for Supervisors

- ✅ Application Accuracy Rate: 95% minimum
- ⏱️ Average Processing Time: ≤ 45 minutes per applicant
- 📦 Document Upload Completion: 100% within same day
- 🧹 Workspace Readiness: 100% at shift end
- 📞 Response Time: < 1 business hour for internal communications

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Summary

The HR Generalist/Staffing Dispatcher is a key operational role responsible for ensuring accuracy, compliance, and professionalism in the applicant onboarding pipeline. Following this SOP guarantees that all candidates are processed efficiently, documentation meets federal and company standards, and communication across systems remains consistent.