

Onboarding

Here we will be talking about the process and steps that HR takes during the onboarding of new team members. This includes the collection of tax and certification paperwork as well as how to submit a request for background check.

- If the staff member is not going to remain booked on the event, you need to remove them from the event completely
 - Delete from Booked Using Trashcan
 - Delete from Un-booked Using Trashcan
 - Using back arrow move from selected to available
 - Delete from Available Using Trashcan
- Talk about what the next onboarding steps are and the timeline.
 - "I'm also going to send you our **onboarding packet**. That will come to your email from Adobe sign and will show from Human Resources. That is your employee paperwork. It's completely secured and electronic. You won't need to print anything. You'll just open it up, complete it, attach your documents and send it back. This will need to be done right away, so we can ensure that your payroll is not delayed. Can you get it completed and back to me by tomorrow? If not, we will have to possibly have to wait to get you on your first event. What do you think? Also, we will need a copy of any certifications that you have for bartending or serving. Just take a photo of them and either email or text to me. Without those, you will not be able to work any events that require them."
- Answer any questions they have and disconnect the call.
- **Sending Onboarding Packet**
 - You will log into Adobe sign
 - Click "Send from Library" or Click "Manage"
 - Select "Premium Event Staffing Onboarding Packet"
 - Click "Start"
 - Enter staff member's email address.
 - Click the box in "Options" that states "Set Reminder" (That will continue to send them reminders until it's completed or cancelled by you"
 - Click "Send"
- **Certification Collection and Follow Up Process**
- During vetting call, request was made for all certifications to be emailed or texted either during call or after. Make sure to notify staff appropriately that until those certifications are received, they will not be able to work certain events where the certification is required.
- Once documents are received, they will be updated in staff member's Ubeya profile under Documents.
 - You will click "Choose Document Type"
 - Click Other
 - Name Document with cert type and expiration
 - TABC 1.1.20
 - ServSafe 2.1.20
 - TIPS 3.1.20
 - Vaccination Card
 - Attach your Document
 - Save
 - While Still in profile, go to "Fields"
 - Enter certification expiration date in Birth Date section
 - If staff has multiple certifications, use the expiration date of the cert. that is most recently coming up for renewal.
 - Vaccination cards will not have a date.
 - Update
 - Go to profile
 - Under "Position", Add appropriate tag (i.e. Licensed bartender / licensed server)

- Update
- HR must follow up with the staff member in order to ensure they return the require certification documents
- On the first workday of each month, you will run the report for the upcoming month of expiring certifications (i.e. March 1, run report for April) and reach out to all certified staff to get their updated certification.
 - In Ubeya, click reports
 - Under users, there is a report for “User Birthdays” – That birthdate will ALWAYS be the most recent certification expiration date.
 - You will download report to excel and save to desktop to track.
 - Send email to staff member letting them know that their certification will be expiring and that you will need an updated copy of that certification to keep them under their licensed tag.
 - Once received, attach document to Ubeya profile like above, update birth date to the next upcoming expiration date and save.
 - If updated document is not received by expiration date, go into Ubeya profile and removed “Licensed” tag until received.

Background Check Process

- Unless working a private event, background checks will not be required until after the first event.
- Link for background check with Turn Technology will be sent via the New Hire Text.
- <https://partners.turning.io/apply/Premium%20Event%20Staffing/P2476164640>
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- Once Background Check is returned, you will review it.
- Any records will be found towards the bottom. There will be a Sex Offender check and a Criminal Records check. If clear, it will just state “Clear” with a check mark and there is nothing else to do.
- If there are records, it will allow you to drop down and review the charges. You will want to review what type of charges and how old they are and verify all information matches applicant (DOB, Address, First Name, Last Name, Social)
- We will not accept any of the following: No Thefts – No Assaults – No Sexual Crimes – No Felonies.
- If background is clear: Remove the “PBG” from their name in Ubeya and they are all set. If need be, also add market back if it had been removed.
- If they fail background check, send an email letting them know that due to their background check we are unable to currently move forward. You do not need to discuss specifics with them.
- In Ubeya, you will note on their profile – DNU failed background check and then delete from Ubeya.
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