

5

MYTHS

ABOUT MANAGING TEMPORARY WORKERS



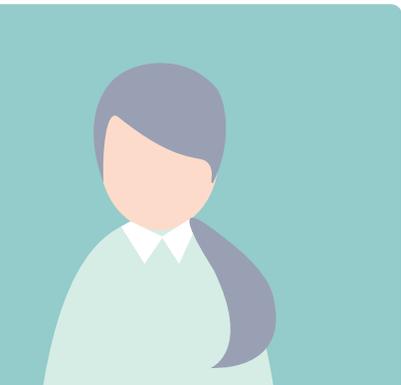
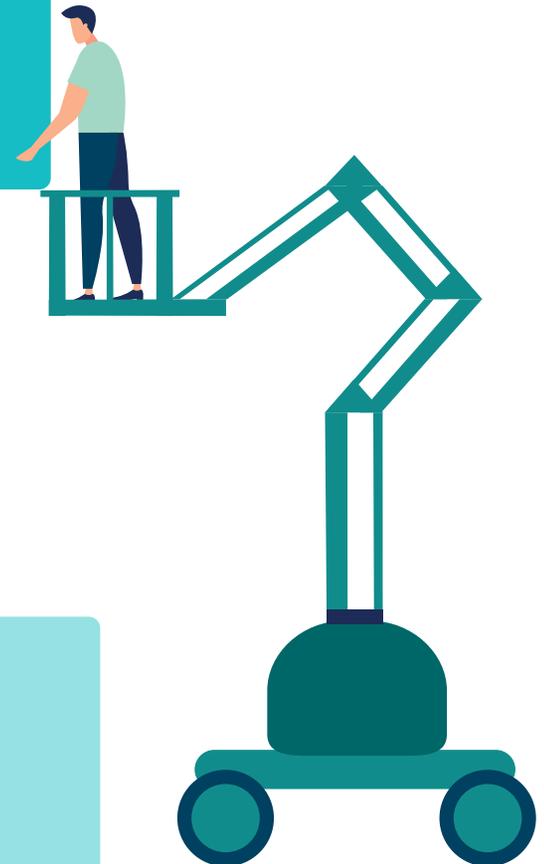
JobStack™



Thanks to the trendy phrase “gig economy,” the temporary and on-demand workforce is having a moment in the spotlight. Whether you already rely on temporary staffing for your labor needs or you’re new to the space, contingent labor is a vital part of talent strategy and allowing businesses to reach their goals. Temporary work offers a variety of benefits for businesses, but it’s also misunderstood.

People who have never used contingent labor or haven’t used it in a long time don’t have the full picture of today’s temporary staffing world. These misperceptions don’t just have negative effects for workers—they have negative effects on their own businesses. Luckily it doesn’t have to be that way.

We’ve decided to look at 5 common myths about temporary workers and explain why they’re not true—and why contingent labor might be the right answer for you.



# One

MYTH NO. 1:

## YOU SHOULDN'T EXPECT QUALITY.

**Fact: You don't need to sacrifice quality when you're hiring under a tight deadline.**

Needing to staff quickly can make you feel like putting any person in the role outweighs hiring the right person, but this isn't true—and it's a mistake that can be costly down the line. Your company's reputation is built on how well you deliver a final product or service to your customers. They don't care if your team is comprised of on-demand workers or permanent staff; they expect to see positive results.

Once you've worked with a temporary employee, assess their performance and share that information with your staffing partner. If they didn't perform to your standards for some reason, a good staffing partner wants to know. If the worker was a strong fit or excelled, this is also important to share since you probably want to work with that employee again or with someone who shares a similar work history. Let the best temporary workers serve as the standard for who you want to join your team, even for short-term projects.

### Did you know?

You can rate workers within JobStack! Once a worker has completed their shift, simply open the app and select 'Ratings and Hours'. You can then rate each worker on a scale of 1-5 or mark them as Do Not Return.



# Two

MYTH NO. 2:

## YOUR PERMANENT EMPLOYEES AND TEMPORARY WORKERS HAVE NOTHING IN COMMON.

**Fact:** Although temporary workers and permanent employees have different legal classifications with corresponding rules and regulations, they are more connected than you might initially think. They're both on your team helping you reach your business goals, so they should complement each other.

In an era when “do more with less” is the mantra of every business, permanent employees often need to focus on one big project and get some other side tasks off their plates. That's where temporary workers are often brought in to alleviate some of that workload. Not only does it help with worker retention but they allow your team to be as productive as possible.

Temporary workers can help alleviate your permanent team's workload and lead to overall more efficiency.



# Three

MYTH NO. 3:

## YOU CAN'T BUILD RELATIONSHIPS WITH TEMPORARY WORKERS.

**Fact: On-demand and temporary workers rely on good relationships to move from one gig to the next. Today's temporary and contract workers helped shape the gig economy as we know it. Many workers have turned temporary gigs into a career—not just a stopgap between permanent roles. Their reputation can earn a great referral, an invitation to return for another gig, or even a long-term opportunity.**

Paying attention to quality is important in temporary staffing and the first step to creating a strong relationship with your workers. Once you've identified workers who perform up to (or above) your expectations, ask to work with them again if the occasion arises (or request them directly if that option exists in your staffing app). While they are working with you, get to know them and whether they have plans to broaden their skills and experience. That way, you'll know which future roles they might be the right fit for. And as always, let your staffing partner know that you're eager to have that worker back to continue fostering that relationship.

### Did you know?

You can use JobStack to invite back top workers! If you are reordering an existing order and had a previous worker that was a great fit, you can request them back through JobStack. The app will show workers you have rated highly and suggest other workers who've worked similar jobs as well.



# Four

MYTH NO. 4:

## TEMPORARY HELP IS A TEMPORARY SOLUTION.

**Fact:** By definition, temporary roles aren't intended to be part of the long-term org chart, but that doesn't mean they're not part of long-term strategy. One of the primary benefits of on-demand and contingent labor is the ability to scale up and down in accordance with your business needs. That means you can adjust your workforce to match seasonal demands or a changing economy in a timely manner. You don't always know the exact start and end dates for these roles, but you do know you will need them at some point.

Temp workers expect their gigs have clear start and end dates—whether over the course of one day or several weeks. This is why it's important to help your staffing partner understand what you're looking for in your on-demand workforce. With a clear understanding of what their roles will be, workers can show up on their first day ready to perform to your standards. Taking a proactive approach to temporary staffing helps set up a strategy and workforce that delivers on your business objectives.

### Did You Know?

JobStack is available 24/7! Once you've downloaded the app, you have the ability to place orders, submit hours, and review workers at any time. With JobStack, you're not limited by traditional work hours.



# Five

## MYTH 5:

### TEMPORARY LABOR ISN'T CURRENT.

**Reality: Temporary workers remain vital to the workforce because they adapt and evolve with the times. Temporary labor is not new, but it isn't going away anytime soon. We can thank the rise of the phrase "gig economy" for making contingent workers sound new to the scene, but in reality they have always been part of the talent pool. The reason temporary workers remain an important part of the workforce is because they adapt as public demand creates new opportunities and technology changes the way we live and work.**

Today's workers—especially the younger generations—rely on their phones to do pretty much everything. That's not only changed how we shop and get directions for a road trip; technology has changed how we communicate and find work. Workers search for jobs and employers request workers and handle timesheets on their phone. This technology has allowed workers and businesses to make a seamless transition into digital staffing. The convenience we've grown accustomed to in our lives is now part of the job search with apps like JobStack. Staffing partners who continue to lead with this state-of-the-art approach are the ones who ensure your business stays ahead of the competition and remains relevant in the future of staffing.





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