

Frequently Asked Questions about Extra Help

1. Q: *What is an Extra Help position?*

A: An extra help appointment is a temporary position in which the work is intermittent, casual, or emergent in nature.

2. Q: *What is the process to request an Extra Help position?*

A: If the department has a critical need for a temporary position, the department will need to submit a job description and position request form to HR via HireTouch for review. The position will route through the approval line to determine if the position will be approved or denied, after which the department will be notified via email. Instructions on how to submit these forms can found at our [UIS Human Resources – Policies website](#). **The department cannot request to hire a specific candidate without considering all qualified applicants.**

3. Q: *How does the department hire an employee to fill the vacant Extra Help position?*

A: The department will have two options to receive a list of Extra Help candidates:

I. Post the vacant position to the job board.

AND/OR

II. Go straight to the Extra Help pool posted to the job board on a continual basis.

If the department chooses to post an Extra Help vacancy, the department will also receive the list from the Extra Help pool. The department must interview all qualified candidates from the list(s) provided. **The department cannot request to hire a specific candidate without considering all qualified applicants.**

4. Q: ***What is an Extra Help Pool?***

A: Extra Help Pools are commonly used Extra Help categories posted to the Job Board on a continual basis. If the requested Extra Help position is approved, departments will have the option to either post the Extra Help position to the Job Board or go straight to the Extra Help pool to receive a list of candidates. If the department chooses to post an Extra Help vacancy, the department will also receive the list from the Extra Help pool.

Extra Help Pools include:

- Clerical
- Concession Stand Attendant
- Culinary
- Event Attendant
- Janitorial
- Stagehand
- Technical
- Valet

5. Q: ***Do Extra Help candidates have to test for an Extra Help position?***

A: No, candidates do not have to test for an extra help position. Candidates simply need to complete and submit an online Extra Help application.

6. Q: ***Do newly hired Extra Help employees need to meet with HR before they begin working?***

A: Yes, each Extra Help new hire must meet with HR. HR has walk-in hours Mondays, Wednesdays and Fridays as specific availability for Extra Help appointments. **However**, HR highly recommends **scheduling an appointment** for the new Extra Help employee to avoid long waiting times.

7. Q: ***Are Extra Help employees subject to a background check?***

A: Yes, an Extra Help employee is subject to the university background check policy. The Extra Help employee may not begin working until the background check results have been received.

8. Q: ***How long is the employee allowed to work in an Extra Help position?***

A: An Extra Help employee is allowed to work for a maximum of 900 hours of actual work in any consecutive 12 calendar months. Upon working 900 hours, an Extra Help employee may not work in any other Extra Help position until after 30 calendar days.

9. Q: ***Can an Extra Help employee work over 900 hours?***

A: If the department has a critical need to continue working an Extra Help employee past 900 hours, the department must notify HR. The department needs to send an email with a justification for the extension, as well as the planned start and end date of the extension. HR will complete the formal EH Extension Request, then send it to the SUCSS Office for review. The department will be notified by HR if the request was approved or denied by the SUCSS office.

10. Q: ***Who keeps track of the Extra Help hours worked?***

A: **HR** runs a report bi-weekly to determine how many hours each Extra Help employee has worked. HR will send alerts to the department via email when their Extra Help employee gets close to the 900 hours. **However**, departments should also track the hours each of their Extra Help employees have worked, as the hours HR is able to view are only valid as of the previous pay period.

11. Q: ***Who ends the Extra Help job in HRFE?***

A: The department will end the Extra Help job in HRFE, which will route to Human Resources to be applied. If an Extra Help job is not ended, the department could be **subject to a penalty** under the Affordable Care Act.

12. Q: *Can a department hire their current Extra Help employee into a vacant Civil Service or Academic Professional position without following the Civil Service or Academic Professional hiring process?*

A: **No.** Even if a department has identified an Extra Help employee they want to hire in a vacant Civil Service or Academic Professional position, the **Extra Help employee cannot be offered a Civil Service or Academic Professional position without following the Civil Service or Academic Professional application and hiring process.** If the Extra Help employee is interested in a Civil Service or Academic Professional vacancy, they must apply and compete for the position through the Civil Service or Academic Professional hiring process.