



FREQUENTLY ASKED QUESTIONS FOR SUBSTITUTE TEACHERS

General

What is Kelly Educational Staffing (KES)?

As the national leader in educational staffing and the largest employer of substitute teachers, Kelly Educational Staffing has partnered with more than 2,900 public and private schools in 35 states. KES is a division of Kelly Services, Inc., which specializes in the recruitment, placement, and management of substitute teacher programs. To date, more than 90 million student learning days have been taught by a Kelly Educational Staffing substitute teacher.

When will this program be in place?

The start date of the KES program will be January 14, 2013.

Do I have to work for KES to stay in my current assignment?

Yes, Kelly will now be the employer for all substitute teachers within Nebo School District.

What benefits do you offer?

As a Kelly employee, you are now eligible for the following benefits:

- Weekly pay
- Service bonus plan
- 401(k) retirement savings plan
- Optional insurance benefits
- Direct deposit
- Certificates for discounts at local retailers as part of Kelly's Employee Discount program
- Scheduling flexibility to accommodate your lifestyle
- Ability to select school districts and school location preferences
- Easy access to assignments, using either the phone or internet 24/7
- Employee recognition programs including Substitute Teacher of the Year
- Paid training for employment information and district policies and procedures

Does Kelly charge me any type of fee for my employment as a substitute teacher?

No, KES does not charge any type of fee for employment.

Who will be my employer and where will they be located?

Kelly Services will now be your employer and is located at 154 West 1230 North, Provo.

How will they know all my preferences, skills, and/or responsibilities?

Kelly will meet with you to conduct the hiring process and learn about your preferences, specific skills, and current responsibilities.

If I choose not to work for Kelly now, may I apply later?

You are welcome to apply with Kelly any time.

Do you offer any training programs?

Yes, as a Kelly Educational Staffing employee, you'll receive a thorough in-person professional training program prior to working in a classroom that includes comprehensive classroom management techniques, information on legal and health issues, teaching strategies, how to be prepared and professional, plus appropriate fill-in activities. In addition, you will receive paid training on employment and district policies and procedures – all so you know exactly what to expect and what's expected of you. Kelly also offers a variety of free and low-cost trainings, including online educational training courses via the Kelly Learning Center.

Can I work for multiple school districts that Kelly services?

Through Kelly, you can request to work in any of the schools or school districts we service, as long as you meet the screening requirements of the school or district.

Will I be considered for assignments outside of substitute teaching?

If you are interested in taking non-teaching assignments during the summer, holidays, or at any other time, notify a Kelly Representative. We offer a variety of assignments—including, but not limited to—marketing, customer service, and office opportunities.

What is the pay rate for a substitute teacher?

Substitute Teachers – Daily Pay Rate/Definition	
\$60 per day	Substitute with HS Diploma or GED
\$65 per day	Substitute with Teaching Certificate

Will my pay change?

No—you will receive the same pay that you have received working directly for the school/district.

Kelly Automated Scheduling System (KASS)

What is the Kelly Automated Scheduling System (KASS)?

KASS is our automated tool that lets you manage your schedule and search for/accept substitute teaching assignments via the Internet or Interactive Voice Response (IVR) telephone technology. In addition, you will use KASS to record your time worked, for payroll purposes.

Whom do I contact if I have a question about KASS or an available assignment?

Call the Customer Service Center at 1-866-KELLY-98 and we will be happy to help you. You can also refer to the KASS Substitute Employee Guide at mykelly.com under the Kelly Educational Staffing division.

When do I start using KASS?

Effective January 7, 2013, assignments that begin on or after January 14, 2012 will appear in KASS. You can review those assignments and choose any that interest you.

What should I look for when reviewing an available assignment in KASS?

Make sure you can fulfill the requirements of the assignment before accepting it. Also, make note of the following assignment details:

- Duration
- Location
- Subject(s)
- Full-time teacher’s name
- Whether it is a full- or half-day (i.e., morning or afternoon) assignment

How do I get more information about an assignment, including directions?

Once you accept an assignment in KASS, a map icon will link you to MapQuest with the school’s address already populated. You can also refer to the package you will receive during the KES orientation process. If you need more information, call us at 801-377-2112 between 8 A.M. and 5 P.M.

What do I use to log on to KASS?

Your ID is your 10-digit phone number with area code noted in KASS (Ex: 9043958734). Your PIN is the last four digits of your Social Security number. After your initial log in, you may change your PIN.

What if I change my KASS PIN and forget it?

You do not need to change your PIN. But if you do change it and then forget your new PIN, call the Kelly Hotline at **866-KELLY-38** between 8 A.M. and 8 P.M ET. You can also call us at 801-377-2112 between 8 A.M. and 5 P.M.

What if I experience technical difficulty using KASS?

Just call 866-KELLY-38 between 8 A.M. and 8 P.M. ET.

When is KASS available?

KASS is available 24 hours a day, seven days a week.

What if I need to change my skill or profile information?

You can also call us at 801-377-2112 between 8 A.M. and 5 P.M. and we will update your profile.

How will I be paid?

Enter your time on your electronic time sheet in the Kelly Automated Scheduling System (KASS) for each day that you work. You will be paid weekly, based on the time recorded in KASS. You will have an opportunity to sign up for direct deposit or payroll card during the hiring process.

What is the weekly deadline for the electronic time sheet completion in KASS?

Time must be entered into KASS by Sunday at 11:59 P.M. local time for the week worked. For your convenience, you can log time into KASS for each day you work at the end of each day or the end of the week. For example, if your assignment was scheduled to end at 4 P.M., you can log time for that assignment beginning at 4 P.M.

What happens if I forget to complete my electronic time sheet?

If you forget to enter in your time by Sunday at 11:59 P.M., please enter your time as soon as possible. If you miss the cut-off time, your paycheck will be delayed until the following week.

What if the KASS assignment has the wrong name for the teacher I replaced that day?

DO NOT enter your time for that assignment. Call the Customer Service Center at **866-KELLY-98** or your Kelly branch at 801-377-2112 between 8 A.M. and 5 P.M. and we will correct the assignment to reflect the correct teacher's name. You will then be able to enter your time for that assignment.