

houston city

personnel & temporaries

THE RIGHT PERSON. THE RIGHT JOB.  
GUARANTEED.



Welcome Aboard!

2401 FOUNTAINVIEW, SUITE 610

HOUSTON, TEXAS 77057

PH: 713.784.0656

FAX: 713.784.1152

## GENERAL INSTRUCTIONS

**Accountability.** When you receive a call from Houston City Temporaries, please be sure you can commit to completing the assignment before you accept.

**Dress for Success.** Always wear a business suit the first day of your assignment (unless otherwise instructed). Once you have arrived for the assignment you may discuss any appropriate alternative attire with the person to whom you report. Refrain from wearing colognes or scented lotions. Many offices have a “no perfume policy”.

**Time.** Arrive 10-15 minutes early each day of your assignment. Allow as much extra time as necessary in order to ensure promptness.

**First Day.** On the first day of a new assignment, please call the inside coordinator within the first 10 minutes to confirm you have arrived.

**Tardiness.** If you anticipate being late to an assignment or are sick, you must relay a message informing Houston City no later than 7:30 a.m. If you call before or after office hours, leave a message at ext. 203:

- a. Your full name
- b. The name of the company to which you have been assigned
- c. The reason for your call (i.e. tardiness-- give the reason why and the estimated time of your arrival; if you are ill, explain how long you estimate you will be ill and leave a number where we can reach you)

**Liability.** In accordance with current workers' compensation policies, our employees are not permitted to lift over 20 lbs. or do any errands involving the use of an automobile. Should

a request like this arise, please call your coordinator or have the client call us.

**Problems.** If you encounter any problems on your assignment, call and discuss the problem with us. We will correct any problems on your behalf with the client. Do not attempt to resolve any problems yourself. Remember, you are an employee of Houston City Personnel and we are here to help you!

**Assignment Completion.** You must notify Houston City after completing each assignment. If you do not do so, we will assume you are unavailable for work. Failure to notify Houston City of your availability may jeopardize your unemployment benefits.

**Appreciation.** Do the best possible job you can. You are our primary public relations representative to our clients. We are counting on you to be dependable, have a positive and helpful attitude, be friendly and do a good job. We know we can count on you!



## HOUSTON CITY PAYROLL PROCEDURES

Please review all payroll procedures, to ensure you will receive your paycheck on time.

1. We must receive your timesheet no later than **5:00 p.m. Tuesday** to ensure that you receive your check on Thursday.
2. All timesheets **MUST BE SIGNED** and any **OVERTIME** must have a separate **AUTHORIZATION**. Timesheets without the necessary approval may be delayed up to one week.
3. Timesheets should be faxed to **713-784-0119**.
4. If you mail your timesheet, please have it in the mail by **Friday**. Please mail it to:

Houston City Temporaries  
P.O. Box 570247  
Houston, Texas 77257-0247

\*Note: To ensure faster delivery, **DO NOT MAIL TO STREET ADDRESS**.

5. If you fax or mail your timesheet, please call the payroll department by **Tuesday** to confirm we have received it. Please do not assume...call to make sure.
6. **If you deliver your timesheet in person:** Our drop box is located on the sidewalk in front of the building (the side that faces **Westheimer**) between the main entrance and the parking garage.
7. **Direct Deposit** is available to all employees who are paid by **Houston City Temporaries**. If you are interested in having your paycheck deposited directly into your checking account, please fill out the enclosed form and return it to the payroll department. You can fax it to **713-784-0119** in with your timesheet. You must attach a voided check from the account in which we will be depositing your paycheck. We suggest that you call your bank each payday to confirm that your check has been received and the amount of your deposit.



Additionally, we will mail this information to you each Wednesday.

8. It is very important to mark your timesheet in the bottom right corner for Pick-up, Mail or Direct Deposit. Any timesheet not marked will be held and mailed Friday by 5:00 p.m. Always double check! (All checks marked "Mail" will be mailed Wednesday by 5:30 p.m.). Leave a copy of your timesheet with the client and keep a copy for your records for future reference.
9. Payroll must be notified in writing each week if you wish to have someone other than yourself pick up your paycheck.
10. If you do not have a Houston City timesheet, please call 713-784-0656 to have one faxed. Please make a copy for your records and future reference.
11. Check pick-up hours are as follows:  
7:30 a.m. – 5:30 p.m. Thursday  
7:30 a.m. – 5:00 p.m. Friday

Any checks not picked up by Friday at 5:00 p.m. will be mailed.

If these procedures are followed, we can process payroll in a timely fashion. If you have any questions regarding your paycheck, timesheet, etc., please feel free to call the Houston City offices at 713-784-0656 or you can call the payroll department directly at 713-341-1722. Thank you!

## TERMS AND CONDITIONS

The following are terms and conditions that may result in termination by Houston City Temporaries:

1. Walking off an assignment.
2. Falsifying a timesheet. This is grounds for immediate termination from Houston City Temporaries.
3. Tardiness
4. Absenteeism
5. Taking more time at lunch than allowed or not taking a lunch and recording this as overtime without prior approval from the supervisor.
6. Taking off work early without permission from either Houston City or the supervisor.
7. Inappropriate business attire; women should wear conservative business attire, make-up, hosiery and conservative jewelry. Men should wear a dress shirttie and slacks or a business suit.
8. Using company time or equipment to work on personal matters. This includes use of e-mail and the internet. These should be used for legitimate business related matters only!
9. Insubordinate behavior or demonstrating a poor and inflexible attitude on the job.
10. Complaining about problems to a supervisor instead of contacting your Houston City Temporaries coordinator first.
11. Soliciting temporary or permanent work with a company that you are assigned to by Houston City Temporaries.

# HOUSTON CITY TEMPORARY BENEFITS

## Referral Bonus

Refer a friend or relative and receive a bonus of \$50 after your friend has worked 60 hours for Houston CityTemporaries

## Parking

Houston CityTemporaries will reimburse most parking up to \$5 per day. This does not include parking for temp-to-hire positions. We will need an original or handwritten receipt attached to your timesheet for reimbursement.

## Vacation Pay

Successfully complete 1,500 hours (approximately 38 full weeks) in a 12-month period and receive one week paid vacation (40 hours) based on your average pay rate. (This does not include hours on temp-to-hire positions).

## Holiday Pay

Successfully complete 1,500 hours in a 12-month period and Houston City Temporaries will pay you for holidays, provided you work the day before and/or the day after the holiday. (This does not include hours on temp-to-hire positions.)

The following holidays are eligible for payment through Houston CityTemporaries:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

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