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# End the Paper Pain

Make the Leap to Paperless Onboarding

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*By Deepika Kharbanda and Sara Moss*

## **TemPositions Offers 100% Remote Onboarding**

“Technology is not considered a cost center at TemPositions. We’ve proven that we can generate revenue with technology,” explains Kevin Delaski of ASA member company the TemPositions Group of Cos. “Automation is our mantra, so total onboarding automation was our goal.”

TemPositions has had an online application process for nearly a decade. Because of the need for handwritten signatures, certain government-mandated forms were completed in the office during the interview phase. When TemPositions won a large contract that required the company to onboard 1,000 new consultants quickly and remotely, it had to figure out how to onboard in a way that didn’t require new hires to travel to branch offices.

One of the stickiest points in the paperless onboarding process has been the Form I-9, which employees must complete to verify their identity and prove that they are permitted to work in the U.S.. To eliminate in-office visits for new hires, TemPositions requires candidates complete the top portion of the I-9 form as part of their online application and then e-mails a link to the employee’s client supervisor—acting as TemPositions’ agent—to complete the employer portion when the employee starts work.

“Another key decision for us was to allow e-signatures,” adds Delaski. “If today’s online tax preparation applications are doing it, and it’s allowable by the U.S. Internal Revenue Service, then it makes sense that e-signatures should work for our purposes.”

“There have been so many benefits from our onboarding automation effort,” Delaski says. “There is no need to store paper. We can search records more easily and find the desired document quickly. On some contracts, our candidates do not have to come into the office, creating a better new hire experience and saving staff time. The data that are entered by candidates online flow right into the front and back office, eliminating rekeying and inaccuracies. Online forms include data validation, ensuring that the data is accurate; automated validation cannot be achieved with paper forms. We believe our employees have a higher level of job satisfaction because they are not wasting time on trivial tasks. There’s no doubt that onboarding automation has had a clear return on investment at TemPositions.”

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