

Frequently Asked Questions for Kelly Subs

What do I do if I need to call off from my assignment?

- If you are cancelling in advance, you can remove yourself from the assignment on frontline.
- If you are cancelling the day of your assignment, you need to call 1-800-991-5157 and select option 1 to speak to a fulfillment specialist.

Who can I contact for help?

It depends on the issue!

- **Payroll issues – (877) 427-5547** – this number usually takes 10-20min on hold, so make sure you call early if you have a pressing issue. You can also leave your number so they will call you back when you are next in line in the call queue.
- **Kelly Education – (800) 991-5157**

Option 1 – Scheduling/Frontline team or email KESSCHEDULE@kellyservices.com

Option 2 – Recruiting or email EDNERecruiting@kellyservices.com

Option 3 – Onboarding or email EDNEOnboarding@kellyservices.com

Option 4 – School or email EDNEClientSupport@kellyservices.com

Option 5 – Payroll

Option 6 – Talent - for general questions email EDNETalentSupport@kellyservices.com

- **All other inquiries – (248) 436-4935** or email mard788@kellyservices.com – Southfield's Account Manager, Maretta DeWitt

When will I get paid?

You will be paid each Friday for the previous week worked. Sample schedule included below:

| Period Start | Period End | Pay Date |
|--------------|------------|------------|
| 10/31/2022 | 11/6/2022 | 11/11/2022 |
| 11/7/2022 | 11/13/2022 | 11/18/2022 |
| 11/14/2022 | 11/20/2022 | 11/25/2022 |
| 11/21/2022 | 11/27/2022 | 12/2/2022 |
| 11/28/2022 | 12/4/2022 | 12/9/2022 |
| 12/5/2022 | 12/11/2022 | 12/16/2022 |
| 12/12/2022 | 12/18/2022 | 12/23/2022 |
| 12/19/2022 | 12/25/2022 | 12/30/2022 |
| 12/26/2022 | 1/1/2023 | 1/6/2023 |

What do my benefits look like with Kelly?

To explore your benefits as a Kelly employee, visit <https://www.mykelly.us/>

I am interested in a long term role. Who do I speak to?

For long term roles, email or call Maretta DeWitt at mard788@kellyservices.com or (248) 436-4935

What are the expectations of my role in Special Education classrooms?

**SPED Teacher / Paraprofessional Expectations
No Touch (Standard)**

Substitute teachers/paraprofessionals/aides shall not be placed on Special Education assignments that involve:

- Administering feeding or breathing tubes
- Diapering/toileting assistance
- Wheelchair assistance
- Restraint
- Lifting/Touching students
- Being alone with a student in a private setting

A “Sub Swap” or “Back Fill” process can be used for these type of assignments

- Sub Swap involves a full-time district staff member performing the “hands-on” duties and the Kelly substitute can return to working with the student once those are complete.
- Back Fill process is where a full-time district staff member from another classroom, is moved to the “hands-on” position and the Kelly substitute “back fills” the position left empty by the move.

Please be aware of prohibited job duties when scheduling absences

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*if someone at your assignment’s school asks you to preform one or more of these actions, please tell them to call Maretta at (248) 436-4935

I cannot see any assignments in my Frontline, what do I do?

Call or email Maretta at (248) 436-4935 mard788@kellyservices.com

Is there an option to talk to someone from Kelly in person?

Yes! If you would like in-person assistance, you can visit Maretta DeWitt’s office at the John W. English Administrative Center 24661 Lahser Rd, Southfield, MI 48033.

1. I have walk-in office hours from 10:00am-2:00pm on Tuesdays and Thursdays
2. You can schedule a time on [my calendar](#)

3. If neither of those hours work, let me know when you are available to come in so we can make an appointment that works with your availability.

I want to refer a friend to Kelly. How to I engage with the referral bonus program at Kelly?

Want to make a big difference in the lives of local students? Join our team!

We have flexible opportunities that allow you to create your own schedule—even if you've never worked in a classroom before.

If YOU are interested in becoming a substitute, scan here to get started:



800.991.5157, Option 2

EDNERecruiting@kellyservices.com

Know someone who'd be interested in becoming a substitute?

Put your connections to work for you. Refer someone to Kelly® Education and get \$100*. There is no limit to the number of referrals you can make, or the money you can earn!

Simply refer a new substitute teacher or paraeducator—you'll receive a \$100 bonus after they complete the hiring process and work five full-day jobs.

Start connecting your friends and colleagues today!

Scan here to get started:

<http://bit.ly/kelly-education-referrals>

