



Office of Human Resources  
65-30 Kissena Blvd, Kiely Hall 163  
Flushing, NY 11367  
(718) 997-4455 Fax: (718) 997-5799

## QFLOAT PROGRAM

### Request for Services Form

Date of Request: \_\_\_\_\_ Department: \_\_\_\_\_

Requestor Name: \_\_\_\_\_ Title: \_\_\_\_\_

Description of need: (detail duties to be performed)

Reason for need:

Work Schedule: \_\_\_\_\_

Work Assignment location: \_\_\_\_\_

Start date: \_\_\_\_\_ End date: \_\_\_\_\_

Requestor signature: \_\_\_\_\_ Date: \_\_\_\_\_

Dean signature: \_\_\_\_\_ Date: \_\_\_\_\_

Provost/VP signature: \_\_\_\_\_ Date: \_\_\_\_\_

\*\*Return the completed form to QFloat Program Coordinator, Kiely Hall Room 163.

## **FREQUENTLY ASKED QUESTIONS – QFLOAT PROGRAM**

### **WHAT TYPE OF POSITIONS DOES THE QFLOAT PROGRAM FILL?**

QFLOAT FOCUSES ON FILLING ADMINISTRATIVE/CLERICAL POSITIONS SUCH AS ADMINISTRATIVE AND DEPARTMENT SECRETARIES AND RECEPTIONISTS.

### **IS THERE A SKILLS SCREENING PROCESS FOR QFLOAT CANDIDATES?**

YES! THE PROGRAM COORDINATOR PREScreens ALL CANDIDATES BEFORE HIRING THEM FOR THE PROGRAM. PART OF THE APPLICATION PROCESS WILL INCLUDE INTERVIEW, AND TESTING ON MS WORD, MS EXCEL, AND TYPING.

### **WHAT KIND OF TRAINING DO QFLOATERS GET?**

THE OFFICE OF HUMAN RESOURCES IS IN THE PROCESS OF ESTABLISHING, AND DEVELOPING A CURRICULUM THAT ALL QFLOATERS WILL HAVE TO UNDERGO BEFORE BEING ASSIGNED TO A DEPARTMENT. THIS PROGRAM WILL INCLUDE ASSESSMENT AND TRAINING IN LOTUS NOTES, WORD, EXCEL, STAPLES ACCOUNT, PROCUREMENT PROCESS, PAF SYSTEM, B&G WORK ORDER SYSTEM, BLACKBOARD, SIMS/QUASAR, DEGREE WORKS, ETC. WE HOPE TO HAVE MANY OF THESE COMPONENTS IN PLACE BY THE END OF THE SUMMER.

THOSE HIRED FOR THE QFLOAT PROGRAM WILL ALL HAVE ABOVE AVERAGE TYPING SKILLS AND EXPERIENCE IN MICROSOFT WORD, EXCEL AND POWERPOINT. THE IDEAL CANDIDATE FOR THE QFLOAT PROGRAM WILL POSSESS GOOD CUSTOMER SERVICE SKILLS AND THE ABILITY TO ADAPT QUICKLY TO MULTIPLY ASSIGNMENTS IN VARYING DEPARTMENTS.

### **HOW SOON MAY I EXPECT A RESPONSE FROM MY REQUEST FOR A QFLOATER?**

YOU WILL BE CONTACTED BY THE QFLOAT PROGRAM COORDINATOR WITHIN ONE BUSINESS DAY OF RECEIPT OF THE REQUEST.

### **HOW QUICKLY CAN A QFLOATER START WORKING?**

IF A QFLOATER IS AVAILABLE AND/OR NOT ENGAGED IN A LONG TERM ASSIGNMENT, THE REQUEST WILL BE FILLED AS SOON AS 48 HOURS FROM THE RECEIPT OF THE REQUEST

### **WHAT IF THE DATES ON THE REQUEST FORM CHANGE AND THE ASSIGNMENT NEEDS TO END SOONER THAN EXPECTED?**

AS SOON AS YOU BECOME AWARE OF THE SITUATION CONTACT THE QFLOAT PROGRAM COORDINATOR WHO WILL THEN MAKE ARRANGEMENTS TO ADJUST THE TERMS OF THE INITIAL REQUEST AND PLACE THE QFLOATER ELSEWHERE.

### **WHAT IF THE DATES ON THE REQUEST FORM CHANGE AND THE ASSIGNMENT NEEDS TO BE EXTENDED?**

IN THIS SITUATION CONTACT THE QFLOAT PROGRAM COORDINATOR WHO WILL THEN REVIEW THE CURRENT QFLOATER POOL AVAILABILITY. YOUR REQUEST MAY NOT BE ABLE TO BE HONORED FULLY, IT MAY BE ABLE TO BE HONORED IN PART OR IT MAY BE HONORED WITH A DIFFERENT QFLOATER.

### **WHAT IF A QFLOATER'S PERFORMANCE IS NOT ACCEPTABLE?**

YOU SHOULD CONTACT THE QFLOAT PROGRAM COORDINATOR TO DISCUSS THE QFLOATER'S WEAKNESSES AND STRENGTHS. THE COORDINATOR WILL ADDRESS THE ISSUE IMMEDIATELY, SUPPLY FEEDBACK AND CONVEY EXPECTATIONS TO THE QFLOATER.

### **WHAT IF I NEED A REPLACEMENT FLOATER?**

IF A QFLOATER IS NOT THE BEST FIT FOR YOUR DEPARTMENT OR IF THEIR PERFORMANCE HAS NOT IMPROVED WITH TRAINING AND TIME, YOU SHOULD CONTACT THE QFLOAT PROGRAM COORDINATOR. THE QFLOAT PROGRAM COORDINATOR IS RESPONSIBLE FOR COMMUNICATING INFORMATION TO THE QFLOATER.

### **HOW MAY I HELP ENSURE MY NEEDS ARE MET FOR FUTURE REQUESTS?**

ADVANCED FORECASTING IS KEY TO ENSURING THAT FUTURE NEEDS ARE MET. AS SOON AS YOU KNOW THAT YOU MIGHT NEED A QFLOATER, IMMEDIATELY COMPLETE THE REQUEST FORM AND CONTACT THE QFLOAT PROGRAM COORDINATOR.

### **ARE QFLOATERS EVALUATED?**

YES. AT THE END OF EACH ASSIGNMENT THE QFLOAT PROGRAM COORDINATOR WILL CONTACT YOU TO COMPLETE AN EVALUATION FORM. THIS FORM WILL HELP THE PROGRAM COORDINATOR CONTINUE TO IMPROVE THE SKILL SETS OF THE QFLOATER.