

## **Employment Agency Business**

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Employment agency businesses help employers find suitable employees to hire. They may also help someone write a resume and improve interview skills. They connect employers with individuals who are job searching but they are not the employer.

### **What is the difference between a temporary help agency and an employment agency business?**

Temporary help agencies assign their employees to their client's worksite for temporary work. A temporary help employee might work with the agency's client for a couple of days or many months depending on the client's needs. The temporary help agency is the employer and must ensure all wages are paid properly.

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### **Who needs a licence to operate an employment agency business?**

As of November 8, 2018, employment agency businesses no longer require a licence to operate.

### **Can an employment agency business charge fees to people looking for work?**

A fee cannot be charged, directly or indirectly:

- to a person looking for work or seeking information about employment opportunities, or
- by an agency for providing information to job seekers about employment opportunities, or finding or attempting to find them work

An employment agency may charge a fee for other services such as resume writing or interview skills classes. However, the job seeker cannot be required to pay for these types of services as a condition of the agency working on their behalf.

## **How are employees protected from being charged fees?**

Employment Standards conducts inspections and investigations to ensure fees are not being charged to employees.

If an employee has been charged a fee, the agency will be ordered to repay the fee. Directors and officers of a corporation will also be subject to a \$25,000 fine.

## **Do employment agency businesses have to keep specific records?**

Employment agency businesses are required to keep the following records:

- complete and accurate financial records of its operations in Manitoba, and maintain them for at least three years
- a list of each business for whom the agency tried to find employees
- a list of each individual for whom the agency tried to find employment
- a listing of any fee paid or payable by each person seeking employment or employees
- a copy of each agreement the agency entered into to find employees for an employer or employment for an individual

## **For more information contact Employment Standards:**

Phone: 204-945-3352 or toll free in Canada 1-800-821-4307

Fax: 204-948-3046

Website: [www.manitoba.ca/labour/standards](http://www.manitoba.ca/labour/standards)

This is a general overview and the information used is subject to change. For detailed information, please refer to current legislation including The Employment Standards Code, The Construction Industry Wages Act , The Worker Recruitment and Protection Act, or contact Employment Standards.

**Available in alternate formats  
upon request.**

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