

No HR Staff? 7 Crucial Moves to Master Everyday Employee Management

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Welcome! Before we get started ...

- Use the chat box on the left to ask questions
- If you are having audio trouble, please message us in the chat box, and we will do our best to assist you

What You Will Learn...

- Common mistakes to avoid when hiring
- How to create an organized recordkeeping system
- Top employee policies every business needs
- How to document employee performance issues
- Why accurate labor law postings are critical
- Steps to prevent costly harassment claims
- How to use technology to reduce HR overhead

Avoiding Hiring Mistakes



Quick Poll #1

What's Your Biggest HR Concern?

- Hiring
- Employee Recordkeeping
- Establishing Employee Policies
- Performance Management
- Discrimination/Harassment

Common Mistakes to Avoid When Hiring

- Not writing or updating job descriptions
- Not properly advertising the position
- Not using a “legally compliant” employment application
- Not planning the interview
- Not conducting pre-employment testing or background checks

Not Writing a Job Description

One of the biggest mistakes employers make is not being clear on the type of candidate they want to fill the position. You should:

- Clearly define the role
- Be thorough
- Include job duties
- List minimum requirements and essential job functions

Not Properly Advertising

You can't hire the best person for the job if the best person doesn't know it's available. You should:

- Look beyond friends and family (but use them to get the word out!)
- Focus on the required skills and experience
- Use social media

Not Using a “Legally Compliant” Employment Application

You want an employment application that helps you find the right job candidate - and protects your business from discrimination. You should use an application that:

- Asks probing, job-related questions
- Gathers enough information to screen applicants
- Doesn't ask questions that can get you in legal trouble (e.g., ban the box)

Not Planning for the Interview

The key to an effective interview is proper planning.

- Review the job description, including required skills and abilities
- Review the candidate's job application and resume
- Prepare your questions, avoiding any that could lead to discrimination claims

Not Screening Applicants

Employment testing is an effective (and cost effective!) way to assess candidates. Testing can help you:

- Evaluate a job candidate's ability
- Save time in the selection process
- Avoid the expense of a bad hire
- Increase productivity and reduce turnover
- Maintain objectivity and consistency

Not Screening Applicants Cont'd

Background checks are another good way to select the right person for job.

- Request credit report, driving history or criminal history but check your local laws
- Get candidate's consent beforehand
- Eliminates dangerous or unsuitable candidates from the hiring process

Employee Recordkeeping



Essential Employee Records

Most employers maintain three different kinds of personnel records:

- 1. Personnel Files:** Covers the history of employment, including hiring documents and performance reviews
- 2. Payroll Files:** Any paperwork related to salary, benefits or monetary awards
- 3. Medical Files:** Documents related to medical conditions (e.g., FMLA or health insurance)

What's in the Personnel File?

- Job description and application
- Resume and cover letter
- Offer letter or employment contract
- Signed acknowledgement of employee handbook
- Emergency contact information
- Performance reviews and disciplinary forms
- Employee recognition or training records
- Termination paperwork

What's in the Payroll File?

- Offer letter with salary information
- W-4 and W-2 forms
- Direct deposit authorization
- Authorization for employee benefits
- Timesheets and time clock records, if used
- Expense reimbursement requests
- Pay advance request forms
- Garnishment orders and records
- Paperwork related to raises or bonuses

What's in the Medical File?

- Health and life insurance application forms
- Applications for other employee benefits
- Requests for medical leaves of absence
- FMLA paperwork
- Medical certifications
- Medically related excuses for absenteeism
- Requests for ADA reasonable accommodation
- Medical job restrictions
- Injury reports and OSHA paperwork

Employee Policies



Quick Poll #2

In your policies, who should employees report workplace issues to? (i.e. harassment, discrimination, coworker conflicts, etc.)

- Their direct supervisors only
- Office manager or equivalent
- We don't have policies for this
- I'm not sure

At-Will Employment

- Employment status generally falls into two categories: contractual and “at-will”
- If no contract exists, a worker’s status is likely at-will
- Employment can be terminated at any time, by either the employee or the employer, for any reason or no reason at all
- However, employees can’t be fired for an illegal reason
- Montana is the only US state that does not impose the “at-will” employment law

Payroll Policy

- Include definitions of exempt and non-exempt employee classifications, as well as your pay period and paydays
- Detail your overtime-authorization policy and any meal/rest break guidelines for hourly employees (follow state and local laws)
- Include information on how payroll deductions are handled for time off (which will differ for exempt and non-exempt employees)

Time Off/PTO

- Covers expected work hours, attendance expectations and paid holidays
- Should answer common employee questions:
 - Do I have separate sick days and vacation days?
 - How does my time off accrue?
 - When can I start using it?
 - What happens if I don't use my time?
 - Does it roll over to the next year?
 - What happens to earned time off if I quit?

Rules of Conduct

- Sets expectations on everything from dress code and customer interaction to personal use of company equipment and social media
- Should include this phrase: “And any other management rules”
- Can greatly help your defense in an unemployment compensation case

EEO/Harassment

- Prohibits discrimination and harassment of any kind
- Depending on the size and location of your business, it may be illegal to discriminate against or harass workers based on sex, race, color, religion, age, national origin, genetic information and sometimes even sexual orientation, gender identity, or even political affiliation
- Critical to check your local laws

Have an Employee Manual

- Small businesses tend to issue policies one by one after they've experienced an issue
- A better and more effective method is to create a comprehensive employee handbook
- Must comply with federal and state laws
- Should be updated at least annually

Performance Management



Quick Poll #3

Does your company have a formal disciplinary process?

- Yes
- No
- I'm not sure

Managing Employee Performance

- Managing performance is a daily task
- A “performance journal” for each employee can make that task easier
- Benefits of active employee management far outweigh your time and effort
 - Higher productivity
 - Lower absenteeism
 - Improved team morale



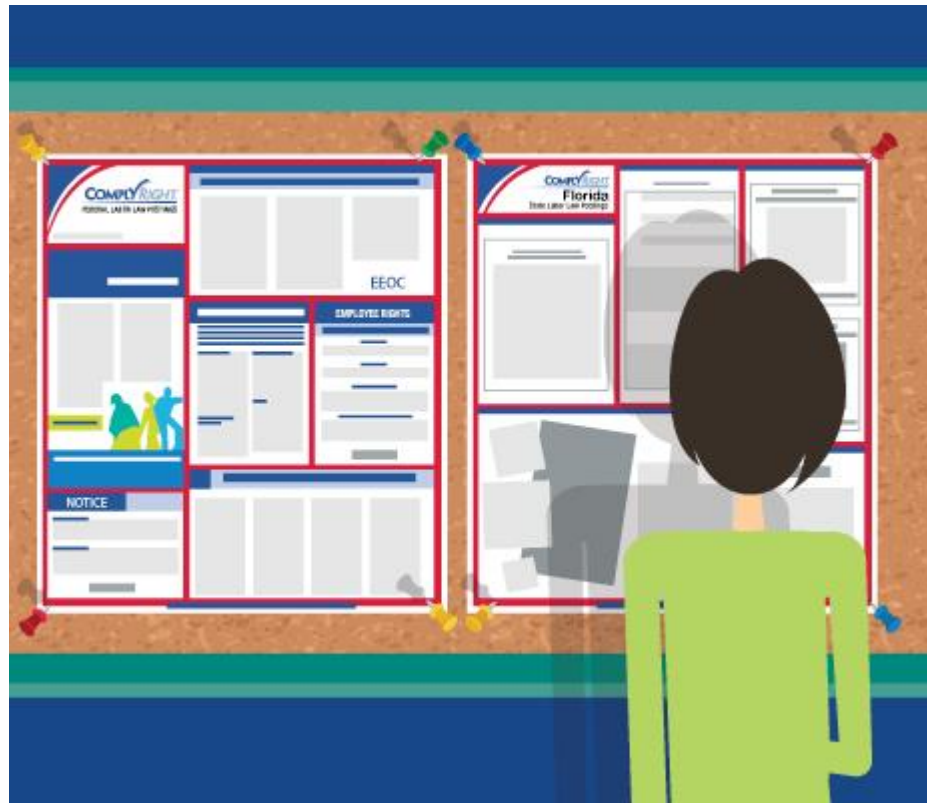
Employee Performance Do's

- DO manage by walking around, saying hello and asking questions
- DO confront poor performers as soon as performance becomes an issue
- DO insist employees take responsibility for their performance
- DO praise employees who deserve it
- DO hold regular status meetings

Progressive Discipline

- The process for counseling an employee a certain number of times before termination
- Usually is a verbal warning followed by a written warning and then a final warning
- This works well for issues like tardiness or missed deadlines
- More serious offenses should result in immediate termination

Labor Law Postings



Possible Effects of Non-Compliance

- Government posting fines
- Employee lawsuits are a much bigger risk
 - Non-compliance can be considered “bad faith”
 - Non-compliance can extend statute of limitations
- Proper posting is a sign of good faith and can be the first line of defense in a lawsuit

Employer Responsibilities

- Federal law requires you to post six separate notices - five if you have fewer than 50 employees
- State laws require multiple employee postings
- Other requirements may apply depending on your city or industry
- There's no “one-stop shop” from the government for posters

Preventing Harassment



Proactive Measures

The best way to handle harassment is to prevent it before it starts:

- Have your no-harassment policy in place
- Designate at least two contacts within your company to receive complaints
- Distribute and communicate the policy
- Train your employees and supervisors

If You Receive a Complaint

- Listen to the details of the complaint
- Prepare a written report outlining the details of the complaint
- Choose someone to investigate
- Act quickly
- Consider hiring an attorney

Turn to Technology



HR Web Apps Can Help

- Individual online “apps” or tools can make HR easier
- Very affordable as compared to a complex HRIS system
- Web apps can help you solve specific HR challenges
- Plus they can help ensure your company is in compliance

Examples of Task-Specific Apps

- Online employee records
- FLSA classification (“hourly” vs. “salary”)
- 1099 or W-2 filing
- Attendance/time-off tracking
- Employee scheduling
- Handbook wizards

Final Notes

- Discussed the most common mistakes to avoid when hiring employees
- Talked about creating and maintaining employee records in order to remain compliant and organized
- Went over the top employee policies every business needs
- Discussed how to document and manage employee performance issues
- Reviewed why labor law postings are critical for your business
- Discussed steps to help prevent costly harassment claims
- Learned ways to use technology to reduce HR overhead

ComplyRight HR Solutions



Employee Records
Attendance Calendar
I-9/W-4

- Web-based solution
- Easy-to-use and implement
- Affordable for small businesses
- Comes with FREE Employee Records App

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Questions

