



HR On Demand

Your Human Resource Connection



1070 Commerce Dr., Building 1, Suite 202 • Perrysburg, OH 43558

419-873-0400 • Fax 419-873-0404

www.HRonDemand.com • info@HRonDemand.com



Index and Available Services

HR on Demand - Who we Are.....	2
HR “On Demand” – What we Do.....	3
Human Resources Audit	4
Employment – Recruitment and Selection	5
Employee Performance Management.....	7
Compensation and Benefits	8
Training and Development	9
Employee Relations	10
Employee Retention Programs / Employee Surveys	11
Safety and OSHA.....	12
Medical Consultation	13
Outsourcing	14
Human Resources	14
Payroll Processing	14
HRIS (Human Resources Information Systems)	15



HR on Demand - Who we Are

HR on Demand was created as a result of the findings from a series of focus groups made up of key individuals from small, medium and large organizations from a variety of industries in the Northwest Ohio area. While their needs had variation, all expressed a desire for – and lack of availability of – Human Resource expertise on a periodic or “on demand” basis.

Jim Traver, our President, began gathering a team of individuals with both generalist and specialist human resource expertise. Today, that team has expanded on the original concept and can address whatever people management assistance a client company needs. Our people have years of experience, depth of knowledge and a collaborate spirit – which ensures great communication with the client company, as well as a recognition and willingness to draw upon other HR on Demand resources.

We truly are “your Human Resources Connection”.



HR “On Demand” – What we Do

Human Resources leadership and support to organizations – “On Demand” – is our key product. HR On Demand offers the ability to bring to your organization local Human Resource expertise to guide and help you with some - or all - of your Human Resources responsibilities.

This may be an ideal solution for organizations that have Human Resources needs at less than a full time basis, or larger organizations that have situations or projects where staff or expertise is missing for timely accomplishment. HR on Demand will partner with you to handle your day-to-day responsibilities and issues, and/or complete your projects allowing you to focus on the core business of your organization.

On-site or off-site, our HR Professionals are flexible and ready to assist you in addressing your issues, completing your projects and/or achieving your goals and objectives. The expertise and efficiencies gained from using HR on Demand often result in bottom line savings to your organization.

The following pages provide information about services we are currently providing to our clients. HR On Demand, is a unique alternative for your Human Resources department staffing requirements that allow flexibility in choosing the type of assistance best suited to meet your people management needs.

We are “Your Human Resources Connection.”



Human Resources Audit

Not sure if you're entirely in compliance with all the current employee related regulations? Want suggestions for improving your current programs and processes? Would you like to streamline or eliminate unnecessary files and recordkeeping? Our Human Resources Audit can get to the heart of it all. It will assess and provide recommendations on:

- Recruitment and Selection
- Training and Development
- Compensation
- Benefits
- Policies and Procedures
- Safety, OSHA and Workers' Compensation
- Legal Requirements
- Employee Relations
- HRIS capabilities and reporting needs
- Personnel file content and retention

Awareness of your current state and recommended best practices allows you to prioritize projects to reduce legal vulnerabilities and put in place those things that will make your organization better.



Employment – Recruitment and Selection

Hiring the right person – the first time – is key to maintaining productivity or activating growth opportunities. HR on Demand can help you and your management:

- Determine staffing and/or organization needs – including succession planning
- Describe and evaluate your work so that you can identify the right skills and competencies at the right price
- Develop attractive and compliant advertising
- Target recruiting to find the most qualified candidates
- Review and pre-screen resumes and applications
- Train managers to interview effectively by developing behavior based questions and using best practice interviewing techniques
- Coordinate reference and background checking, drug testing, and assessment testing
- Arrange final interviews
- Prepare and extend verbal job offers and offer letters
- Ensure compliance with EEO and Affirmative Action Plans
- Develop and implement New Employee Orientation programs.

We can also provide pre-screened and qualified candidates with the skills and competencies your organization requires on a contingency basis. We offer long term contract staffing, contract to direct, and direct hire staffing services in the following areas of expertise:

- Human Resources
- Customer Service
- Engineering
- Construction
- Architectural Design
- And others.

We understand that your business is only as good as the people behind it. We assist companies from the smallest businesses to the largest corporations, attract and retain top talent. We offer flexibility and can work with you to develop a customized workforce solution that allows you to focus on your core business.

By efficiently identifying well-qualified candidates, thoughtfully and systematically selecting a best fit, and then effectively orienting that new employee, you will have set in place the first phase of your employee retention program.



Employee Performance Management

How well employees perform their assigned function(s) directly relates to how successful a business becomes. Unfortunately, many employees don't understand the organization's expectations of them or how their work supports the organization's goals.

In a well-developed performance management process, managers and employees set objectives that clearly define what's important about the work they do, establish how they will be measured, regularly meet to review those objectives, and document the results.

HR On Demand can help with employee performance management by:

- Developing performance management processes that support your strategic operational goals and objectives
- Developing performance management processes and forms
- Providing training for managers and employees in proper goal setting, communication methods and avoiding common pitfalls
- Coaching on individual performance improvement
- Creating employee development plans including strategically working to ensure bench strength in both the worker and management areas
- Developing succession plans

The Performance Management Process celebrates successes as well as identifies where improvements can be made. **How effectively do you communicate with your employees?**

Having an effective Performance Management Process will not only increase the productivity of your employees and managers, but it will also put in place a mechanism for employees to think about how they want to grow within your organization, and then put a development plan in place. From the management side, this process will help identify and develop "bench strength" in order to ensure there is someone ready to be promoted to that key open position.



Compensation and Benefits

For most organizations, salaries and benefits paid to employees is the largest single expense. Controlling that expense, while ensuring that employees are paid appropriately, is one of the most critical and difficult of management functions. Additionally, complying with applicable laws (FLSA) as they relate to variable pay opportunities and the payment of overtime, is complicated, at best.

HR On Demand can:

- Audit the work of your employees to ensure appropriate exempt/non-exempt classification, and appropriate payment of overtime.
- Create a compensation program which supports your performance management process.
- Establish parameters and guideposts to pay appropriateness, i.e. salary ranges, market medians, etc., making it easier to administer pay adjustments consistently.
- Identify opportunities and create programs to recognize employee contributions (cash and non-cash) which encourage desired results and raise morale.
- Spend your salary dollars smartly – getting the biggest “bang for your buck”.

Additionally, HR On Demand can assist with Benefit Plan:

- Design and vendor selection
- Communication to employees
- Administration of programs

Redesign of compensation or benefits programs is not something that you do every day or every year, so having an expert on staff is unrealistic. Having access to compensation and/or benefit experts for the project time you need can save you thousands of dollars, yet provide you with the “best practice” program development that you want.



Training and Development

The on-going development and training of an organization's employees and managers is critical to its success. At HR On Demand, we have the resources to improve your bottom line by helping you improve the performance of your workforce.

- Improve the performance of your leadership/management staff through:
 - Executive personal coaching
 - Customized leadership development
 - Front line supervisor training
 - Performance Management & Communication training
 - Problem Resolution / Crisis Management programs
 - Management review and succession planning assistance

- Improve Employee skill by providing:
 - Customer service training
 - Time / priority management programs
 - Business writing classes
 - Telephone etiquette sessions

- Ensure regulatory compliance through training in:
 - Anti-harassment
 - Drug policy
 - HIPAA, COBRA, ADA, etc.
 - Safety / OSHA

Not sure what you need? HR On Demand will assess your needs and provide a cost effective solution.

By recognizing and implementing appropriate development of employee skill and knowledge, you encourage compliance with existing regulation, and put in place those development opportunities for managers and employees that will enable them to do their best for and stay at your organization.



Employee Relations

Do you have an effective progressive discipline program? Are managers applying policies consistently? Do they communicate well and the right things to their employees about successes as well as opportunities for improvement? Do you terminate the right people - at the right time?

HR On Demand can:

- Be certain that your handbook is up to date with all of the necessary policies in language that is understandable by your employees and managers
- Investigate any EEO allegations and provide remediation recommendations
- Advise and train managers about the handling of situations, including legal awareness
- Prepare managers for and sit in on discussions or termination procedures
- Develop Alternative Dispute Resolution (ADR) programs, including providing mediation services

These are often the most difficult conversations managers ever have to have – and the most dangerous if they don't.



Employee Retention Programs / Employee Surveys

If you are experiencing unwanted turnover, you need to understand the real reason good employees are leaving. HR On Demand can perform a thorough analysis to determine the root cause of employee turnover and design a Retention Program specific for your organization.

Some common practices to review are:

- Proper screening and hiring techniques
- Exit interviews
- Employee involvement programs
- Management training
- Compensation review
- Cultural and/or working environment changes

A source of excellent information about the state of your employee population is the distribution of a periodic employee survey. By crafting the “right” questions, management can keep in touch with the attitudes and concerns of the employee population. The people doing the work often have the best understanding of pitfalls and opportunities – and would love to share those views, if only they were asked. **ASK THEM!**

Example of survey questions might focus on:

- Organization wide issues
- Leadership effectiveness
- Team or work group effectiveness
- Individual developmental needs
- Customer satisfaction
- Cultural change issues

It has been documented that replacing an employee costs 2-1/2 times that employee’s salary. In addition, there often is a detrimental drain on the morale of the remaining employees, and a lack of consistency in handling your clients/products. Investing in your employees brings valuable results.



Safety and OSHA

Providing a safe work environment is not only the legal thing to do – it is the RIGHT thing to do. Making certain that it's appropriately safe and that the workers are well-trained is not as easy as it sounds.

HR on Demand can partner with your organization to provide the following services based on your objectives and goals. Our level of involvement is driven by you – we can work with your people on site or work with you to develop your own internal programs.

HR on Demand can provide the following safety related services:

- Development of safety programs and policies
- Provide general safety training
- Deliver OSHA required training programs including
 - Hazard Communications
 - Lock Out / Tag Out
 - Personal Protective Equipment
 - Confined Space
 - Blood borne Pathogens
- Safety Audits
- Accident Investigations

The benefits of an effective safety program are many:

- Improved employee morale
- Decreased Loss Work Days Due to Illness and Injuries (LWDII)
- More affordable Workers' compensation premiums
- Decreased liability for OSHA inspections
- Documentation and support in the event of an OSHA investigation
- A culture that supports a caring environment

We'd like to help you create and maintain that productive, safe environment



Medical Consultation

When was the last time a worker:

- Called in sick – and you wondered if they were really sick?
- Applied for FMLA and you thought – what do I do now?
- Brought you a note from a doctor that says they must stay off the job a while longer, and you wondered if it was all “real”?

Employee absence is a big and sticky problem for employers. Wouldn't it be nice to have a medical professional to go to for answers to some of these questions – and help in challenging some of the (mis)information you receive.

Through HR on Demand you can have access to a board certified specialist in Occupational Medicine who can provide that help with workplace issues that have medical implications such as workers' compensation, drug testing and/or abuse, OSHA, FMLA, ADA, wellness and health promotions, etc. This unique approach maximizes your ability to respond quickly and appropriately to problems, to control healthcare costs and to improve workforce health and productivity.



Outsourcing

Human Resources - Most business owners understand that appropriately managing their people is essential to the success of the business – but it’s hard to do..... and there is all the legal “stuff” and it’s expensive to hire another employee to do things that don’t “make money”.....

There is an alternative – **HR on Demand**. By outsourcing your Human Resources function to us, you have the benefits of a large company’s HR department expertise only when you need it. You will have a primary practitioner assigned to be your “face of HR”-- and the additional expertise of the rest of HR on Demand’s staff behind the scenes if and when you need their specific knowledge. For example, you don’t need to pay for a compensation specialist all the time – but when you need to make sure you are paying your people appropriately, or when you want to create variable pay programs – you need someone who is an expert in that discipline of Human Resources.

Some organizations choose to outsource part of their HR function, i.e. Handbook development and updating, payroll processing (see next section), etc. What can we do to ease your burden and let you focus on your core responsibilities?

Payroll Processing – The processing of payroll can be a time consuming part of an employee’s job – and if it is only part of their job, how familiar are they with the ever-changing employee and tax laws? Have they made the appropriate deductions, or will you (and/or your employees) be liable for fines or other legal ramifications?

We offer payroll services through Payroll Select Services. By outsourcing this function, you can allow accounting or whoever is currently charged with the payroll chore, to use their time more effectively elsewhere. The state-of-the-art system and customer focused attitude of Payroll Select Service people will ensure that your employees are paid accurately and the organization’s information is provided to you regularly in an easy to understand format.

HRIS (Human Resources Information Systems) – Payroll Select Services software can also provide you with a user friendly HRIS system.

Through the wonders of today's technology, the aggregation of employee information should – literally – be at your fingertips. How many employees do you have? When are their anniversaries? What certifications do they have and when do they need to be renewed? What are the demographics of your organization? Do you have an Affirmative Action Plan? Do you ever expect to contract with a governmental agency?

By implementing this technology solution, some of your work can be easier, quicker and more accurate. Reports are accessible by a few keystrokes, providing you with employee information that can ensure compliance with licensure, or the substantiating information a potential client wants to know about your organization's ability to get the work done.