What are the human resources functions in a business?

- Recruit
- Hire
- Develop company policies
- Select and manage company benefits
- Train
- Standardize performance evaluations, job descriptions and salary or wage structure.
- Ensure compliance with regulations affecting employment.

**Recruiting**
- Advertise job openings
- Dealing with employment agencies and “head hunters”
- Collecting ad responses and reviewing with hiring individual
- Coordinating telephone interviews
- Coordinating in-person interviews and providing information about the company to the interviewee
- Ordering background checks, drug testing, etc.

**Hiring**
- Sending a written job offer confirmation & obtaining written response.
- Pre-employment paperwork
  - I-9 (citizenship verification)
  - Payroll
    - Direct deposit forms
    - W4 (Federal and State tax withholding)
    - Anything else required to have the person added to the payroll system
- Getting the new employee’s contact information, providing the employee handbook, orientation and training on company policy.

**Development of Company Policies**
- Employee Handbook
  - Attendance and punctuality
  - Business ethics
  - Conduct
  - Confidential and proprietary information
  - Dress code
  - Equal Employment Opportunity (EEOC)
  - Personnel files
  - Problem resolution
  - Job openings
  - Loans and pay advances
  - Overtime
  - Performance appraisal
  - Personal property
  - Personal telephone calls and mail
  - Resignations
  - Salary increases
  - Sexual harassment
  - Smoking
  - Solicitation

**Selection and management of employment benefits**
Insurance
  ◦ Company-paid and/or employee-paid?
  ◦ Health, dental, vision, life, disability
  ◦ Before-tax health savings plans
Social Security, Medicare, worker’s compensation, unemployment benefits (required by law)
Pensions, commissions, savings, bonuses
Paid vacation, holidays, sick days, personal days
Meal periods, breaks
Health club memberships, wellness programs, weight loss and smoking cessation incentives, “casual” days, dogs in the office, etc!

Training
- New employee orientation
- Presentation and election of benefits
- “Refreshers” on topics such as Equal Opportunity, Sexual Harassment, etc.
- Training supervisors on performance evaluation, discipline, and firing

Performance Evaluation
- Identify responsibilities (job description)
- Identify how performance is measured (metrics)
- Apply measurement to responsibilities to achieve a performance rating
- Discuss with employee; give employee an opportunity to respond
- Performance-based wage adjustments

Employment regulations
- EEOC notices
- Sexual harassment policy
- Job safety and health protection
- Fair labor standards act (minimum wage)

Assignment:
For Wednesday, October 22:
Prepare the employee handbook for your business. Use the list of items from this lecture as things you MAY want to address. This should definitely be a typed document.
These are good websites for suggestions: http://www.sba.gov/gopher/Business-Development/Success-Series/Vol10/handbook.txt
http://www.smallbusinessnotes.com/operating/hr/employeemandbook.html

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