



SERVICES	DESCRIPTION OF SERVICES
<u>Client Support</u>	<ul style="list-style-type: none"> • Main point of contact for day-to-day inquiries • Evaluate and determine HR needs • Administer employee surveys/action planning • Develop and align service delivery strategy to meet goals • Identify and prioritize HR service offerings • All employee communication assistance
<u>Process/Compliance/Audits</u>	<ul style="list-style-type: none"> • Create/revamp employee handbook and policy development • Develop standard operating procedures • Employee file management/audit • Manage HRIS system and conduct audit • Required training management i.e. Sexual Harassment, etc. • Onboarding/Offboarding packets
<u>Safety & Wellness</u>	<ul style="list-style-type: none"> • Safety evaluation and program audits • Development and implementation of safety programs • OSHA inspections, citations and appeals assistance, • Safety training
<u>Payroll Support</u>	<ul style="list-style-type: none"> • Create job change process • Facilitate employee change status i.e. change of address, job changes, pay changes, new hires, terminations, etc.
<u>Compensation</u>	<ul style="list-style-type: none"> • Create compensation programs • Create job descriptions • Conduct role evaluations and wage market reviews
<u>Recruiting Services</u>	<ul style="list-style-type: none"> • Create full-cycle recruiting process • Advertising (writing and/or posting ads) • Resume review & screening • Interviewing • Facilitate interviewer calibration sessions for selection(s)
<u>Performance Management</u>	<ul style="list-style-type: none"> • Create performance management process • Training needs analysis • Workforce and management skills development • Instructor-led training in leadership development, personal and team effectiveness skills • Performance appraisals • Performance plans
<u>Change Management</u>	<ul style="list-style-type: none"> • Facilitate team restructure action items • Create logistical timeline



	<ul style="list-style-type: none">• Leadership talking points and employee communications
<u>Employee Relations</u>	<ul style="list-style-type: none">• Create Onboarding/Offboarding process• Employee concerns, leave of absence, termination assistance• HR office hours
<u>Benefits Support</u>	<ul style="list-style-type: none">• Create Open Enrollment and LOA processes• Benefit enrollment administration• Facilitate LOA process
<u>Employment Verification</u>	<ul style="list-style-type: none">• Review external requests and verify employment status for external employers, financial institutions, etc.
<u>Unemployment Support</u>	<ul style="list-style-type: none">• Review EDD correspondence and facilitate process and/or provide guidance