



Role Clarity: Employment Committee Chair

House Corporation Summit
2020



Introductions

Paula Gaub, SHRM-CP, PHRca

- Over 12 years of Human Resources experience
- Experience in employee relations, labor relations, training and development, interviewing, recruiting, onboarding, payroll, worker's compensation and unemployment.
- Previously worked at three different Kroger grocery store locations as a Human Resources Manager.

Teresa Stahl, SPHR, SHRM-SCP

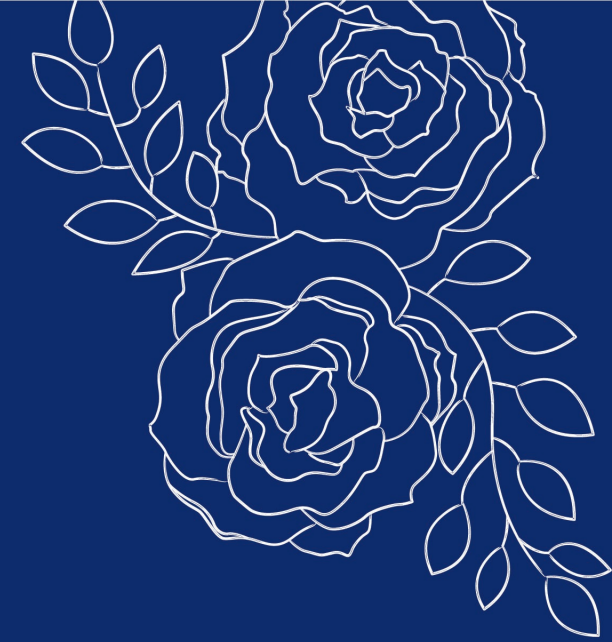
- Over 20 years of Human Resources experience
- Health care background in Human Resources – long term care, assisted living, home health, hospice and adult day care.
- Human Resources experience in employee relations, worker's comp, unemployment, training, coaching, policy/procedure administration and payroll.



Delta Gamma

Agenda

- Employment Committee
- Hiring Process
- Performance Evaluations
- Employment policies



Introductions



Employment Committee

- Chaired by a director of the house corporation board (ECC)
 - Advisory team chairman (ATC)
 - Collegiate member of the house corporation board, appointed by the collegiate chapter president :
 - Chapter president
 - Chapter vp: finance
 - director of house management

Hiring Process

- Employee Management Services (EMS) vs Non-EMS
 - Develop, post job opening and source candidates
 - Review applications and pre-screen candidates
 - Present the top three candidates to the house corporation
 - Make job offer and check references

Interview Process

- Collect resumes for review by the employment committee
- Each candidate completes the Delta Gamma employment application
- Zoom vs. phone call interview
- Before the interview:
 - Select definitive date and time that allows for no interruptions
 - Select private location
 - Review resume and application ahead of time
 - Identify specific job-related questions for the candidates



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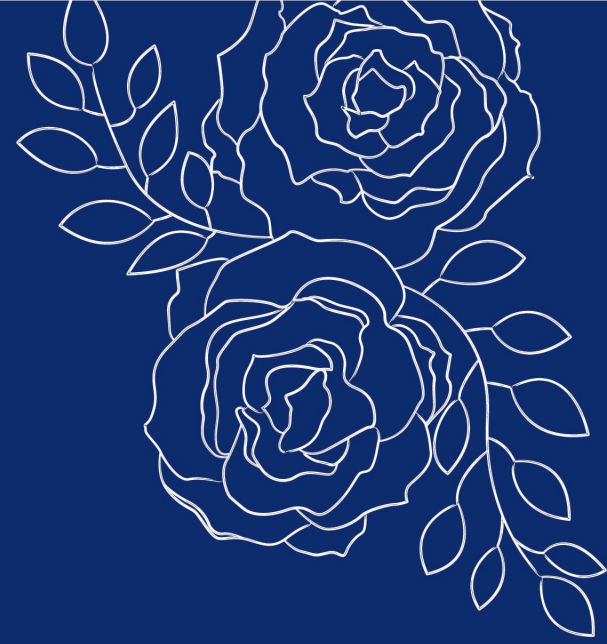
Interview Process

- **During the interview:**
 - Do a little small talk – put the candidate at ease
 - Ask each candidate the same questions and make notes of their answers
 - Inquire about their technology skillset
 - Tour the house with them while observing how many questions the candidate asks about the job
 - Introduce them to any chapter members you meet
 - Observe their communication skills, but do not show surprise
 - Be positive about the environment, their potential co-workers and the position
- After all candidates have been interviewed, the employment committee should rank the candidates based on knowledge, skills and abilities

Offering the Job

- EMS – OOH will make the official offer
- Non-EMS – the employment committee chairman contacts the candidate to offer the job
- If the candidate accepts:
 - Send offer information using the employment checklist
 - Present the employment agreement
 - OOH will email the payroll link for the new employee to complete paperwork; will keep employee file
 - OOH will email the background check link

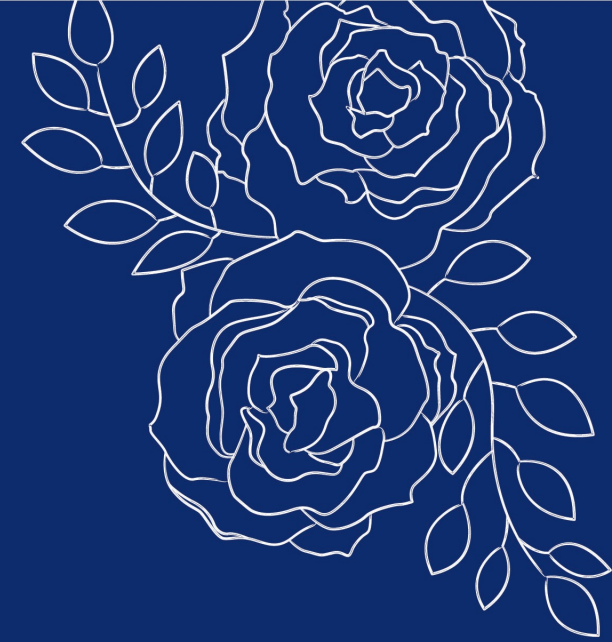
Employee Training



Local Training

- **Local Training**
 - Meet the new employee/house director at the house on their first day!
 - Introduce the new employee/house director to the director of house management and chapter president
 - Review the house director handbook, or other written expectations
 - Vendor list, contacting vendors, approval process for expenses and submitting expenses
 - House corporation expenses versus collegiate expenses
 - House corporation expectations and communication expectations
 - Proper equipment

Performance Evaluations



When to Provide Feedback

Two instances:

- Behavior needs corrected or redirected
- An employee needs to be told they're doing a great job!

Early and Often



Why Provide Feedback?

- Increases engagement
- Increase performance
- Enhance motivation
- Tool for career development
- Increase member satisfaction

How to Provide Feedback

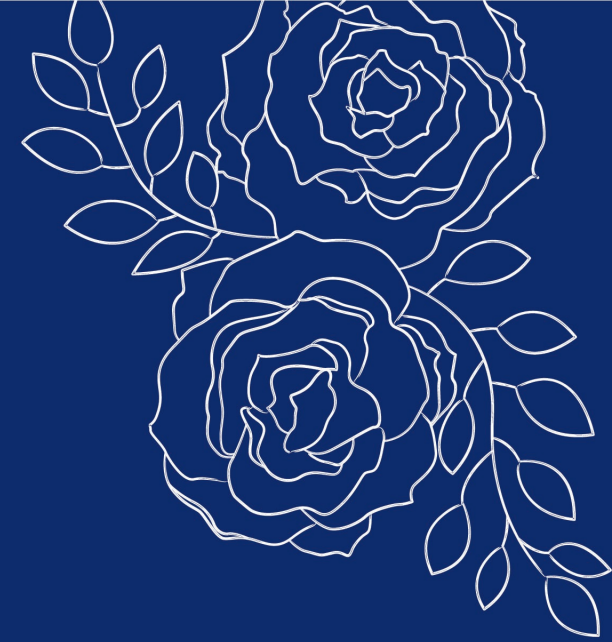
- **Train and Communicate**
 - Communicate the expectations to the employee.
- **Take Notice of Behavior**
 - Observe what the employee is doing.
- **Plan and Provide Honest Feedback**
 - State the behavior that needs to be changed OR
 - Say “thank you” and “you’re doing a great job!”
- **Document, Document, Document**
 - Document the times you talked to the employee about the issue.
- **Follow up with the Employee**
 - Don’t consider the matter closed

Official Process

- Performance Evaluations for house directors are due to the OOH by March 1st.
- If on EMS – the HR Business Partner will schedule a meeting with the house director to review the performance evaluation
- House director and ECC should meet with each employee to review evaluations and create an action plan
- *Note: if not renewing an employee agreement, the employee will be notified in writing by the ECC. There is a standard document to be utilized. Please consult HR Business Partner first.*

Coaching

- Regular conversations
- Do not mention something in a performance evaluation that has not been discussed or addressed previously.
- Steps:
 - Do they need additional training?
 - Do they need HR to work with them (if on EMS)
 - Next – formal discipline
 - Document formally and have them sign it if it is repeated conversation
 - Allow them to try to correct that behavior



Employment Laws and Policies



Employment Laws and Policies

- At-Will
- Minimum Wage and Fair Labor Standards Act,
- Families First Coronavirus Response Act
- Leaves of Absence
- Furlough; Employment Options

“The reality of at-will employment, however, is that most employers want to avoid terminating anyone without notice except in extreme circumstances. An immediate termination could be warranted for major safety violations or workplace policy violations.”

-Johnny C. Taylor Jr.-SHRM CEO

Minimum Wage and FLSA

- Minimum Wage and Fair Labor Standards Act
 - Subject to payment of at least \$7.25 (Federal minimum wage)
 - Higher in many states
 - Wages are due on the regular payday for the pay period covered
 - Cannot extend the wages of a non-exempt worker past the pay period in which they worked
 - Ex: cannot pay over 12 months for 9 months of work

Leaves of Absence

- Families First Coronavirus Response Act
- Family and Medical Leave Act (FMLA)
- Military Leave of Absence

Furlough/Employment Options

- Furlough versus laid-off
- House closure and paying staff
- Continuing benefits during a house closure
- House director continuing to live in the house

Calendar of Deadlines

- **2020/2021 deadlines**

- October 2020 = safety training for HD and staff (HD)
- January 2021 = performance evaluation feedback questionnaire (chapter and HC)
- February 2021 = performance evaluations (all)
- March 2021 = employment checklist
- April 2021 = employment agreements/letters (all)

- The house corporation receives feedback that the house director is gossiping with chapter members about other women in the chapter. You also learn that the house director is asking employees and live-in members to do her job responsibilities.
- You learn that the house director authorized landscaping to be done at the house, which cost \$2,000. You have communicated that her authorization limit is \$500.00. How would you approach this situation?
- During your weekly check-in with the house director, she continually mentions that the house manager is difficult to work with and that they do not get along. How might you address this?
- During a conversation with the house director, you learn that the chef has started to be late to work and did not show up one day last week. You also learn that the chef is ordering from Costco, instead of making the food from scratch.

Questions?

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