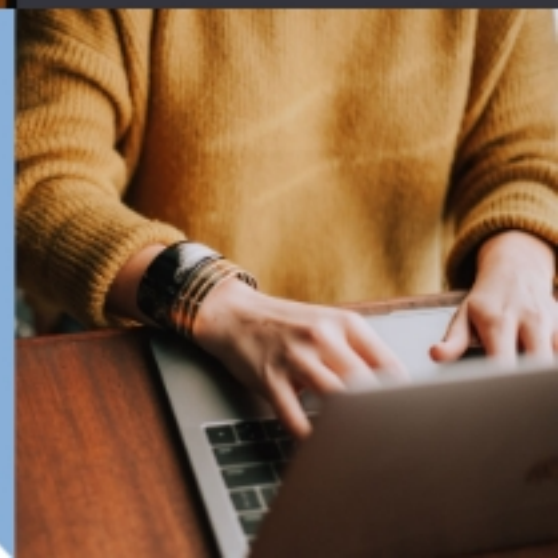


Essential HR Guide for Small Businesses

A definitive guide
to understanding and
valuing HR.

» **Kevin McCambley, SPHR**





NCHRC

NORTH CAROLINA
HUMAN RESOURCE CONSULTING



Your #1 Small Business Consultant!

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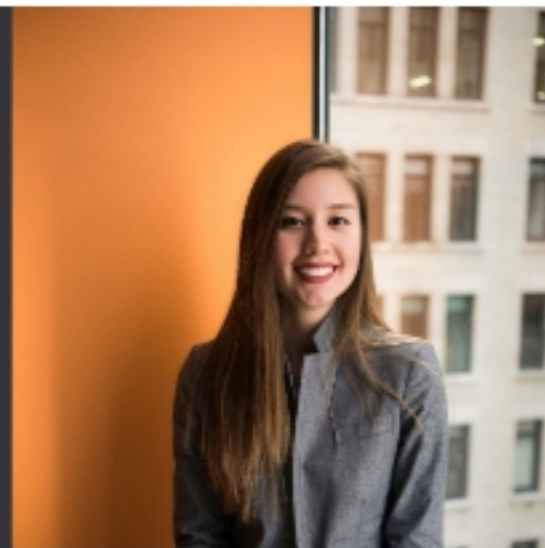
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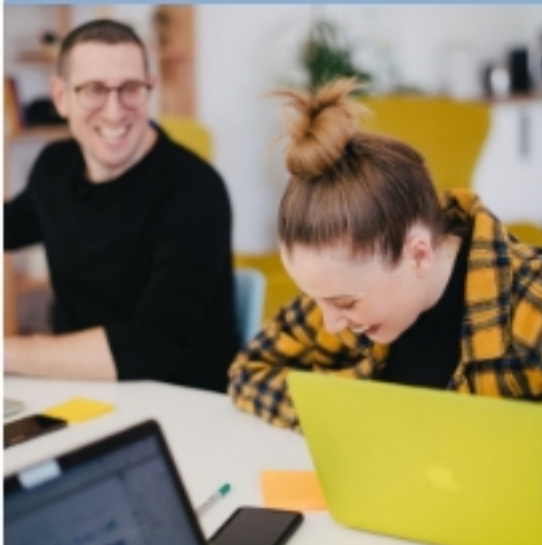
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» Introduction

William R. Tracey, in "The Human Resources Glossary," defines Human Resources as: "The people that staff and operate an organization," as contrasted with the financial and material resources of an organization. Therefore, we can consider that HR is all about people.

Often in an organization, a great diversity of people coexist, each being assigned with a definite task yet all the tasks accumulated need to reach one final goal, company's welfare. Thus, it's quite essential to acquire, understand, nourish and train this mass that make up an organization properly following specific principles.

Although it may seem simple, HR is considered as one of the most complex fields professionally, because HR is in fact an expanding field and therefore, managers have to be all eyes and ears for the latest approaches and tools encompassing HR.

What is HR? What are the best practices? What should I do to prevent inter department clashes? This book will guide you through all these and multiple other questions that pop up in the field of HR.



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References:

- » [thebalancecareers.com](https://www.thebalancecareers.com)
- » Armstrong, S., & Mitchell, B. (2019). The essential HR handbook: A quick and handy resource for any manager or HR professional. Red Wheel/Weiser.

» Let's Elaborate on "HR"



Fact

The term human resources was first coined in the 1960s

Human resources is used to describe both the people who work for a company or organization and the department responsible for managing resources related to employees.

Human resource management is a contemporary, umbrella term used to describe the management and development of employees in an organization. Also called personnel or talent management (although these terms are a bit antiquated), human resource management involves overseeing all things related to managing an organization's human capital.

Human resource management plays an important role in all areas of a business.



Read:

» [What Is a Human Resource?](#)

Reference:

» humanresourcesedu.org

» The HRM Focus

Human resource **management activities** include:



**Recruiting
and staffing**



**Compensation
and benefits**



**Labor and
employee
relations**



**Training
and learning**



**Organization
development**

HR Professionals cover many areas of your business. Larger companies have whole teams of human resource employees. Small businesses do not generally have the means to hire 5 or 6 different HR staff. Let NCHRC take on these roles for you.

 <p>Training development specialist</p>	 <p>HR manager</p>	
	 <p>Benefits specialist</p>	 <p>Employment services manager</p>
		 <p>Human resource generalist</p>

» Responsibilities of Human Resources



Human resource management involves developing and administering programs that are designed to increase the effectiveness of an organization or business. It includes the entire spectrum of creating, managing, and cultivating the employer-employee relationship.

For most organizations, agencies, and businesses, the human resources department is responsible for:

1

Managing job recruitment, selection, and promotion

2

Developing and overseeing employee benefits and wellness programs

3

Developing, promoting, and enforcing personnel policies

4

Promoting employee career development and job training

5

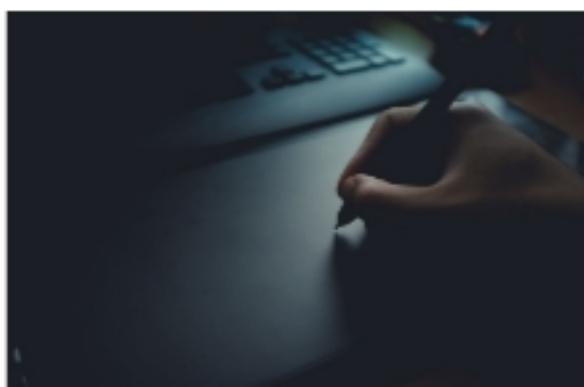
Providing orientation programs for new hires

6

Providing guidance regarding disciplinary actions

7

Serving as a primary contact for work-site injuries or accidents



» What To Look For In A Quality HR Consultant



Fact

\$100k is the median salary for HR professionals

"I'm a people person" and "I like helping others" are two common reasons HR professionals give for choosing their career path. While they're good enough reasons to get started, they aren't nearly good enough to be great.

See below for some traits to look for when contemplating hiring an HR Consultant. Having a "full partner" is crucial to your decision. This should not be overlooked.



Take risks



Be flexible



Inspire others



Be a full partner



Become a great communicator



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» Why Should I Hire an HR Consultant?

Performance Management



HR consultants can create the most suitable appraisal process that would benefit you and your employees. Having a performance management system shows that your company recognizes all the hard work your employees do. This system motivates employees to do better. With performance management, employees can be assessed through their overall performance and identify who qualifies for the appraisals and who would need some more improvement to get back on track.

Ensure Growth



You're going to need to spend a lot of time on growing and expanding your business. You're going to be too busy undertaking those tasks that you won't have the time or energy to deal with the recruitment anymore. By hiring a firm that can provide you with HR Solutions, you won't have to worry about that anymore. You can leave the hiring to experts so you can concentrate on getting things done.

Hiring Experience



An HR Consultant with years of experience in the field will know what signs to look out for if you want to avoid hiring a bad bet. That's something you can miss when you're too focused on your core business.

Paperwork, and More Paperwork



HR Consultants know all about the basics, from proper documentation to training orientation, conflict resolution, termination and more. A consultant can guide you through these processes which will eliminate a lot of the stress and hassle.

Maintain Compliance



HR consultants will make sure that your company stays compliant in every employment law there is. They continuously get updated in employment law and adhere to these laws to veer away from legal challenges. You'll have less worries knowing that your HR consultant can handle all employee issues, within the confines of the law.

Expert Advice



Having an HR consultant for a small business is recommended as they could give a fresh perspective on running a business and give you advice on the changes the business needs to make for it to grow further. They will get ideas on what needs improvement in the business and how it can affect everyone working there, or matters like training and seminars, how to give excellent employee experience, rewards and recognitions, and other suggestions that could lead to a better employee relations and company reputation. Keep in mind that they typically give warranted advice because they have already handled other companies and they see that your business has a potential that could be achieved through further development.

Training and Development



An HR consultant can help you with is creating and scheduling training sessions. And this training is not just intended for the new hires; it's also helpful also for the tenured employees of the company. Employees who are already working in your company for years may need new skills and knowledge to perform better in your developing business. They can also review existing processes, especially if the performance of the team or individual might not be up to par.

HRIS Administration



An HRIS, which is also known as a human resource information system or human resource management system (HRMS), is basically an intersection of human resources and information technology through HR software.

This allows HR activities and processes to occur electronically. An HR Consultant can handle the implementation and maintenance of your HRIS system, so you can manage the other aspects of your business. There are many HRIS systems available, so you should discuss options with your Consultant.

Payroll Administration



As the Human Resource function is fully integrated with the payroll function of a company, HR consultants are very knowledgeable about payroll and all that entails. Having an HR Consultant who can handle your payroll, along with the HR function and HRIS administration will save you many hours/week. This will also save the hassle of having multiple employees or vendors handling the different functions. It will all be handled by one expert.

Affordability and Ease of Budget

Some employers are wary of the cost of hiring an HR Consultant. At first glance, hiring an expert consultant seems more costly. However, that is often times, far from true. Opposite, in fact. Employers benefit from hiring an HR Consultant financially due to:



- No payroll taxes
- No pension, retirement, vacation or other fringe benefits
- No liability
- No income tax withholding
- No worry of employee quitting with no notice
- Compliance, which prevents very costly fines or penalties
- Invested interest in keeping the client happy; it's not just a job.

» HR Mistakes to Avoid



Human resources has evolved over the years and can no longer be pushed off to untrained staff members. An expert HR Consultant can provide their knowledge, coupled with years of experience, to ensure mistakes like those listed here, as well as many others, never happen to your business.

Compliance is especially crucial for small businesses who would not have the means to address substantial fines and penalties. The key is to prevent fines and penalties. Discrimination, wrongful termination, FLSA or USCIS penalties, can all be wholly detrimental to small businesses.

Hiring an expert HR Consultant is perhaps the best decision a growing company can make.

- 1 Not possessing compliant employee handbook
- 2 Ignoring complaints or not following through and investigating properly
- 3 Failing to comply with Federal, State, or Local employment law.
- 4 Asking illegal questions or discriminating in an interview
- 5 Enacting unfair or discriminatory employment policies
- 6 Misclassifying employees and whether they are Exempt, Non-Exempt, W2, or 1099.
- 7 Miscalculating pay or having ongoing payroll errors
- 8 Failing to file payroll taxes and filings
- 9 I-9 forms incomplete or completed improperly.
- 10 Not documenting employee problems or following progressive discipline.

» The Cost of Employment Lawsuits



Fact

EEOC charge statistics show that over 950,000 charges of employment discrimination were filed between fiscal 2010 and 2019.

EEOC settlement efforts recovered for plaintiffs over \$346 million in fiscal 2019

Most employers truly desire to do the right thing and treat their employees fairly and in compliance with the law. Unfortunately, compliance with the law can be cumbersome and a bit confusing in certain situations and for those, it is best to seek advice and guidance. Otherwise, your company could be the next headline with a multi-million dollar fine or settlement for FLSA violations.

Because penalties are normally assessed on a per-employee basis, employer liability can quickly become substantial if noncompliant pay practices affect a number of workers. Back pay and penalties can cost employers hundreds of thousands of dollars if they are not careful about compliance.

Fines Increasing in 2020

FMLA: The maximum penalty increases from \$169 to \$173.

OSH Act: The maximum penalty for repeated violations also increases from \$129,336 to \$132,598.

FLSA: The maximum penalty for repeated and willful violations of the FLSA's minimum wage and overtime provisions increases from \$1,964 to \$2,014.

» NCHRC Services



Email Only HR Assistance



HR Audit



Virtual Consulting



In-person Consults



Payroll & HRIS



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Why NCHRC?

As a small business owner, it is not easy navigating the human resource aspect. It can be overwhelming without proper help. You also don't currently have the means or capacity to hire a full time HR team, am I right? This is exactly why I founded NCHRC...to help businesses like yours. You will have a dedicated partner, experienced in human resources and management of small businesses. We will work together to make sure your company is organized, compliant, and maintained. You can now have the benefit of an executive level HR practitioner helping your small business, without the heavy cost of hiring one.

As a small business owner myself, I only take on a small number of clients at any one time, so I can ensure your company has my full attention. There are no added fees or extra costs. You will always deal directly with me at all times.

As every business is different, I will develop a scope of work, specific to your needs. I will work with you, and for you, to make sure your small business is in good hands.

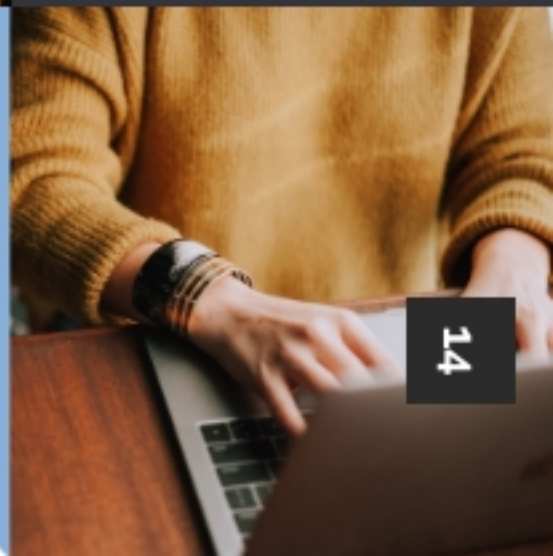
You will not be working with a salesman, just myself; a dedicated HR consultant.

Mission Statement

It is the Mission of North Carolina Human Resource Consulting (NCHRC) to provide fast, reliable, high quality human resources management support and solutions to small and mid-sized businesses. My mission is to provide customized Human Resources Consulting Services and products that will enable my clients to optimize their employee productivity, sales revenues and assist in the realization of their business goals and objectives. It is my goal to provide human resource consulting for start-up, small, and mid-sized companies.

NCHRC Guarantee

With every 3, 6, or 12 month contract, I guarantee that you will be satisfied with the service you receive from NCHRC, and if, after 1 month, you are not satisfied with your service and wish to terminate our agreement, you will receive a 50% refund for your first month and your agreement will immediately terminate, one question asked: How can I do better?



» Email Only Consulting Services



- Consultant will be available to client via email only, for any HR related questions or concerns.
- Consultant will not draft any policies for Client, but instead be available to provide HR related advice.
- The cost is per Client user email. Additional fee for extra users.
- Consultant will respond to all emails within 24 hours (consultant will provide notice for extenuating circumstances which would not allow for this timeline to be met)

» Human Resource Audit



- One day of on-site HR auditing to determine organizational and compliance issues.
- Additional days available at discounted rate
- Waived when you sign up for a 3 month commitment; check below.



» Virtual Consulting



- Complimentary 60 minute intro phone consultation.
- Personalized plan and recommendations.
- 10-20 hrs of services per week.
- Unlimited email and phone calls for all staff.
- Developing and implementing human resources policies.
- Handbook and company policies.
- Identifying staffing needs and creating job descriptions.
- Ensuring compliance with laws and regulations.
- Maintaining staff records.
- Help manage employee benefits.
- Additional hours available at a discounted rate.

» Virtual Consulting + In-person



- All the benefits of Virtual Consulting
- In person training and/or consultation meetings for management staff 2x per month



Special Project?

No two businesses are exactly alike. Maybe there is a special project, or other unique assignment you need assistance with? Give me a call and we can discuss options!



»» Payroll & HRIS



- Must use payroll HRIS provided by Consultant
- Process bi-weekly payroll
- Must be purchased with HR services
- Provide payroll reports upon request by Client.
- Update employee payroll records
- Payroll Console
- Guaranteed Tax Compliance - Federal and One State
- Report Manager
- Accrual Time Tracking
- Employee Directory
- Attendance Console
- Scheduling (Available for an Additional Charge)
- Desktop and Mobile Time Capture Methods
- Payroll Tablet App
- ACA Tracking and Alerts
- Real-Time Overtime Alerts
- ACA Tracking for Part-Time Staff
- Multiple pay options, including direct deposit and pay cards.
- Garnishment services including calculations, deductions, and payments via paper check or electronic funds transfer.



» Special Offer

- With a 6 month commitment, get 1/2 off your 6th month!
- With a 12 month commitment, get ONE MONTH FREE!



Remember, I only take on a limited number of clients at any one time, in order to best serve those businesses who have entrusted NCHRC with their HR needs.

So, contact me now to schedule your consultation. We'll have an honest discussion about your needs and how I can help.

Thank you!



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Make sure your business is in the best of hands and contact NCHRC today!



NCHRConsult.com



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(919) 446-4838

Thank you! I hope to build a wonderful partnership with your company!



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