

Human Resource Help

I would like your opinions regarding adding the Zywave Hotline to our service with Complete Payroll as an assist and learning tool for Janet and I. Frankly for us all to use.

The Zywave HR Hotline is a service staffed by HR professionals, available by phone or email, to answer your HR-related questions. You will have access to personalized, professional HR consultation and expertise every month. The cost is \$100/month. If we are interested in obtaining this we can write a resolution for next month or just add it with a phone call should we have a situation where we need it. The \$1200.00 annual falls within the new Procurement Policy range w/o board approval. I would insist on working with the same person on one particular issue. If our needs go beyond what this service provides then the next level service is a professional HR service firm which will cost many thousands. With quick responses and action plans that we are putting in place we should be able to avoid large scale issues that plagued town hall in the past 4 years and cost the town dearly.

We can ask about...

- Employee benefits
- Leaves of absence
- Federal compliance
- State employment law
- Wage and hour issues
- Discipline and terminations
- Recruiting and hiring
- Employee relations
- Workers' compensation
- Investigations
- Performance management

There are three ways to communicate with this service. You can start communication through the client portal, through email, and through phone call. It is on a queue system though so it'll be picked up by next available HR professional and not necessarily the same point of contact. With email replies, you do have more opportunity to have the same person. I am waiting for clarification on this point. It is not meant to be a full scale HR service but I do see it as worth the cost.