



Transcript: Good Onboarding Leads to Easy Rehiring

Eric Jones: Hey everyone, and welcome to this month's Insight Beyond Payroll. My name is Eric Jones, and this is my business partner, Chilah Weller.

Chilah Weller: Hello everyone.

Eric Jones: We are two of the owners of Workforce PayHub. We're going to change it up a little bit this month.

Chilah Weller: We're going to have more of a conversation. We have a lot going on in the world today. Eric and I have been discussing since the economy's at a bit of a standstill right now and a lot of people are unfortunately furloughed or laid off, the administrative workers that are still ongoing and continuing their positions, is it at the time right now to take a hard look at a lot of your different processes and procedures from an HR perspective?

Eric Jones: Yeah. From an HR perspective, unfortunately over the last two or three months, a lot of our clients had to let employees go. They had a furlough them. They had to lay them off, or they had to stop payroll altogether, unfortunately, in some circumstances. That offboarding process, how did that go? Was it streamlined? Did it provide dignity, both to the employee and to the managers that had to give this unfortunate news?



But on the flip side, it's exciting now because we're starting to see an uptick. We were down, for example, 20% of our clients didn't run payroll last month. This month, it's only down about 10%. So we are seeing that uptick in clients coming back or an employee is getting back to work, which I think is fantastic.

Chilah Weller: I think, as Eric said, we're getting back to work, so making sure that that process, that re-onboarding process is streamlined, making them excited to come back. Hey employee, we're going to onboard you and you can do that from your phone now. You can do that from a tablet. You don't have to fill out a stack of documents. You're already concerned about the viability of your business and their livelihood. Why not make that process completely seamless for them.

Eric Jones: You want to make that seamless because you want them to be excited to come back to work. You've made improvements. Their job is going to be better. But we've also got circumstances where a lot of our clients are telling us, we're going to have remote workforces now. A lot of these large companies are doing it through the end of the year, and some even through 2021. Smaller businesses, whether you like it or not, are probably going to have to follow suit to a certain degree. Do you have processes in place where you don't have to be sitting six feet from someone in order to get some paperwork filled out?

Well, we have solutions for that.

Chilah Weller: We do. We have some processes called HR Actions where we're able to build out a form, maybe it's a sexual harassment policy or an IT policy.

Eric Jones: That's an interesting one to choose.



Chilah Weller: We build that out and we push that to the employee. They get an alert. They complete it. They electronically sign off. It's going to go back to their manager or HR manager for review and approval. It's really all about having an electronic filing cabinet now, so that you can call on those documents really quickly and say, shoot how many of my employees haven't completed their I-9, or made an update to a W-4 form and maybe I didn't approve that. So we can have a global view of all your employees and be able to quickly filter and decide on what to do with that.

Eric Jones: A little bonus that I'll just throw in, because I just thought of it. If you wanted to add our HR module to your current services with us, we'll also throw in a complimentary HR overview review of your processes to make sure that what we're building now is both legal as well as best practice for you and your industry.

If this is something that interests you or you want to continue this conversation, please don't hesitate to reach out to us at info@workforcepayhub.com or you can call us at (517) 759-4026.

Chilah Weller: Thank you for tuning in.

Eric Jones: Thanks.



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