



Personnel Policies, Pay Plans + Hiring Process

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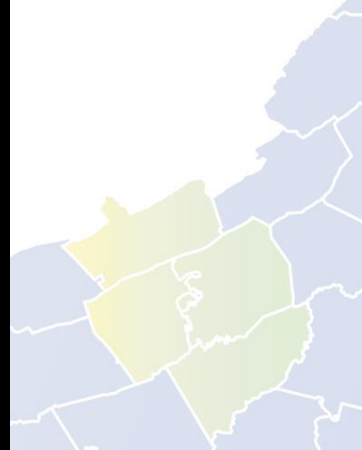
Guiding Principles

- “You don’t build a business. You build people and people build your business.” – Zig Ziglar
- We are a knowledge-based business and in order to offer value to our members, we must have knowledge and expertise.



HUMAN RESOURCES

Working Hard On Exceeding Your Low Expectations.



Personnel Policies...your first line of defense!

- Finances and Personnel Policies - first priorities
- Foundation setting for agency culture
- Gives you cover to make hard decisions
- Performance section helps to manage mediocre performing staff

Process for Updates (NRVRC)

- Staff Committee (ID items for change)
- Staff signed up for chapters
- Research, draft text, share with committee
- Final draft reviewed by insurance provider (check with yours!)
- Board review and adoption

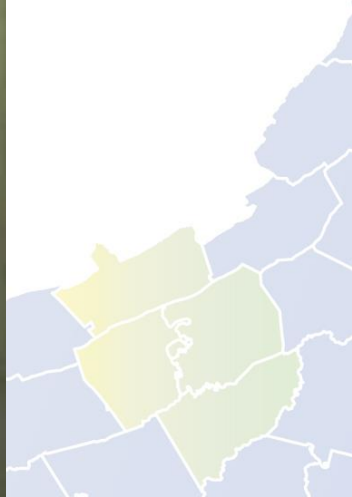
Process for Updates (GRADD)

- Staff Committee + ED + Board Chair
- KY peer ADDs review + local government
- Committee signed up for chapters
- Chapters presented, as developed to full staff meetings
- Revised sections presented to Executive Committee
- Final draft reviewed by ADD legal representative
- Board review and adoption

AFTER THE HURRICANE YOUR BOSS BE LIKE



"YOU'RE STILL COMING IN RIGHT"



Recent Updates in Personnel Policies (NRVRC)

- Core office hours (9:00-3:30)
- Removed Inclement Weather policy
- Community volunteer time
- Social media use
- Political activity
- Nepotism
- At-will employment throughout document
- ‘Probationary Period’ > Initial Employment Period
- Employee sign receipt of policy document for file

Recent Updates in Personnel Policies (GRADD)

- Incorporate KY state association Transparency, Governing and Accountability Practices
- Added Conflict of Interest Disclosure Statement and signature page
- Added Public Records Inspection Notice
- Development of GRADD's Emergency Response Plan
- Armed Intruder Plan
- Researched dress codes

PEOPLE DON'T LEAVE COMPANIES



THEY LEAVE MANAGERS

Pay plans...another line of defense

- State Association/NADO Compensation Studies
- NRVRC hired firm in 2017 for first Comp Study
- Evaluates position compensation against comparable agencies in relevant geography
- Evaluates compensation for person in the position
- Provides market-based range for each position
- Solid research to make salary determinations
- \$3,500-\$4,500

AND THEN I TOLD HIM



WE'D KEEP HIS RESUME ON FILE



“Assholes breed like rabbits.

Their poison quickly infects others; even worse, if you let them make hiring decisions, they will start cloning themselves.”

- Robert Sutton, PhD at Stanford & best-selling author, “The No Asshole Rule”

Read more at: GetLighthouse.com/Blog

Best Practices in Hiring

- Update position description before hiring
- Involve staff in the update process
- Write a catchy one paragraph advertisement
- Be sure website looks good
- Utilize an employment application
- Request representative work sample along with resume

Best Practices in Hiring

- Interview may involve practical exercise
 - Memo preparation (writing, communication, technical knowledge)
 - Presentation on a topic
 - Treasurer's Report observations
- Use an interview panel (diverse composition)
- 1 member of panel should be an external partner
- Good interview questions
- Limit board member involvement
- Provide an offer letter with benefits/comp included

Discussion...

