

June 2014

# RV SHRM Newsletter



## President's Corner

Would you like to be part of the 2015 Rogue Valley SHRM Board of Directors? We are in need of individuals willing to be members of a fun and engaging Board. Whether it's your first time on a Board, or if you're an experienced Board professional; we'd love to have you join us. Feel free to email any Board member if you have questions about what the position entail, time commitments for different positions and what serving on a board can do for you and your professional career.

Positions open for 2015:

Programs Co-Chair (2 positions work in tandem with one another)

\*Workforce Readiness

Secretary

\*HRCI Education

\*SHRM Foundation

At-Large

*\*Core Leadership Area*

If you are interested, please contact Tanya Haakinson at 541-773-2522 or email [thaakinson@sierrapine.com](mailto:thaakinson@sierrapine.com)

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## Rogue Valley SHRM Chapter Presents:

### Veterans, Employers & USERRA

As HR professionals and employers we often employ Veterans in our businesses. When these Veterans have issues, it would be the rare HR Manager who could have an intelligent conversation about their benefits. We just assume that the Veteran knows what they need to know and what is available to them through the "system". Well, let me tell you, that is not the case. Many Veterans learn about their benefits and rights from buddies and newspapers. Let's do a better job of helping our disabled veterans get the health care that they need and the financial support that they have earned. It may be as simple as knowing who to refer them to or as complicated as having a conversation about what they may be entitled to.

Eddie Abrams, Shannon Langley and John Concepcion will talk about the Purpose and Structure of Veteran's Administration. They will review the details of how a Veteran qualifies for benefits, what those benefits are and how they can be encouraged to gain access to them. They will describe the structure of the VA and how it provides health care services to our Veteran employees and talk about what Veteran Pension is and how much it is worth, how spouses are handled and where they can get support. Please join us in this discussion.

**Date:** Thursday, July 17, 2014

**Networking:** 7:30 am to 8:00 am

**Workshop Time:** 8:00 am to 9:30 am

**Presenters:**

- Eddie Abrams, Assistant Director US DOL, Veterans Employment and Training Service (VETS) for Oregon.
- Shannon Langley, State Veterans Program Coordinator, OED-Worksource.
- John Concepcion, Local Veterans Employment Rep., OED-Worksource

**About the Presenters:** Eddie Abrams is the Assistant Director at U.S. Department of Labor (DOL), Veterans Employment and Training Services (VETS) in Oregon. DOL VETS mission is to proudly serve veterans and service members by providing employment resources and expertise to assist and prepare them to obtain meaningful careers, maximize their employment opportunities, and protect their employment rights. Mr. Abrams investigates veteran's employment complaints (such as veteran's preference, veteran's discrimination, reemployment rights, and retaliation cases) filed under Uniformed Services Employment and Reemployment Rights Act (USERRA). Additionally, he evaluates and monitors State Workforce Agency (SWA) employment and training services to eligible veterans to assess the level and quality of services to veterans. Furthermore, he monitors Homeless Veterans Reintegration Program (HVRP) grantees that provide employment related services to veterans. His military experience includes: Active Army – 82nd Airborne Infantry 3<sup>rd</sup> Battalion, Oregon National Guard – Executive Officer, B Company 141 Support Battalion and Forward Logistics Officer (deployed to Afghanistan). His education includes: MBA from Keller Graduate School of Management (with distinction), Bachelor degree in Human Resource Management from Portland State University, and a Bachelor degree in Business Management from Linfield College (magna cum laude).

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Shannon Langley is the State Veterans Program Coordinator for the Oregon Employment Department – Work-Source. Shannon works in conjunction with the DOL VETS program to ensure that eligible veterans and their spouses receive the services and employment guidance necessary to overcome employment barriers and find gainful, living wage employment. Shannon performs program analysis, and provides guidance and training to 22 Disabled Veterans Outreach Program Specialist (DVOPs) and 2 Local Veterans Employment Representatives (LVERs) at multiple worksorce locations. She also helps to ensure that each DVOP and LVER builds meaningful relationships with employers and provides employment and case management services to 1,000s of eligible veterans throughout the state of Oregon. Her military experience includes: Active Army: 12<sup>th</sup> Chemical Company, 1<sup>st</sup> Infantry Brigade – Decontamination Specialist & C Company, 50<sup>th</sup> Signal Battalion, 35<sup>th</sup> Signal Brigade, 18th Airborne Corps - Battalion Nuclear, Biological and Chemical training supervisor & Battalion Training Sergeant.

Her Education Includes: Graduated Summa Cum Laude from Washington State University with a Bachelor’s Degree in Personnel Psychology and Human Resource Management

John is the Local Veterans Employment Representative for the State of Oregon. He is only one of two with that title that works with employers to advocate in the hiring of Oregon Veterans. He is also the Federal Contractor Job Listing Monitor (FCJL) and works closely with the Office of Federal Contractors Compliance Program (OFCCP). He works with employers who have a federal contract(s) and have 50 or more employees and a contract of \$100,000 or more with the federal government. He has helped employers understand the new Vietnam Era Veterans Readjustment Assistance Act (VEVRAA) that recently had major changes to the compliance program that went into effect March 24<sup>th</sup> 2014. After receiving a low lottery number for the draft in 1970 he joined the Air Force. He is a Vietnam Vet and flew combat missions over Vietnam in 1972 to 1973 and was awarded the Air Medal for his performance as an Aircraft Loadmaster. He was honorably discharged in 1992 after a 22 year career with the Air Force and was hired by the Oregon Employment Department in February 1993 and has recently received his 20 year service pin from the Employment Department. He has won the International Association of Workforce Professionals “Services to Veteran Award” 3 times for his work in serving Veterans. He is also the only Veterans Representative to receive the Small Business Administration Award for “Veterans Small Business Advocate of the Year” award in Oregon. In addition, he competed and was awarded in several consecutive years; thousands of dollars from the Department of Labor “Veterans Incentive Award” to be used in assisting Veterans remove barriers to employment base on past performances from the previous year.

**Meeting Location:** Smullin Health Education Center 2825 E. Barnett Road Medford, OR 97501

**Cost:** \$10.00 per member / No charge for first time guests and students  
\$15.00 for non-member

**HRCI Credit:** 1.5 General HRCI Credits awarded

**RSVP To:** Tanya Haakinson [thaakinson@sierrapine.com](mailto:thaakinson@sierrapine.com)

**Website:** [www.shrmroquevalley.shrm.org](http://www.shrmroquevalley.shrm.org)

**JACKSON COUNTY ECONOMIC INDICATORS**

April 2014

**Current Conditions**

Jackson County's nonfarm employment declined slightly between April 2013 and April 2014. Statewide, employment increased by 2.6 percent.

The decline in the private industries was concentrated mostly in professional and business services, and retail trade. However, manufacturing, and leisure and hospitality expanded significantly, up by 330 and 360 jobs, respectively. After years of decline, government employment also increased by 200 jobs.

The unemployment rate remained at 8.6 percent. Though the rate was at its lowest level in five years, it was significantly higher than in Oregon and the nation.

**Retail Trade—Important Industry**

Retail trade has been historically a large and important employer in the Rogue Valley. Jackson County in particular has developed as a retail hub serving customers from many communities in Southern Oregon and Northern California. During the winter holiday season one in five Jackson County jobs and about one in six Josephine County jobs can be in retail trade.

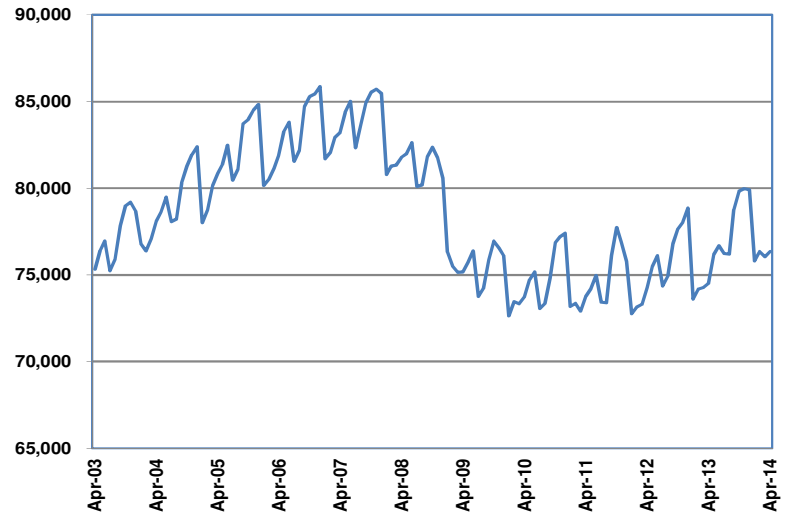
Though many retail jobs are temporary, part time and low wage, every job is important to the local economy.

While retail trade has almost recovered from the latest recession in the Portland area, local retail employment is still about ten percent below the pre-recession peaks in both Jackson and Josephine counties.

Persistently high unemployment and stagnant wages can be contributing factors to continued challenges in retail trade in Southern Oregon.

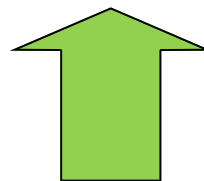
**Total Nonfarm Employment**

not seasonally adjusted, through April 2014

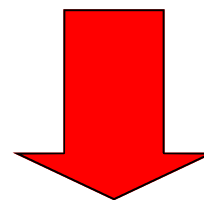


**Nonfarm Employment Change**

by sector, April 2013 - April 2014



Manufacturing (330)  
 Leisure & hospitality (360)  
 Government (200)  
 Health care & social assistance (110)



Transportation, warehousing, utilities (-140)  
 Retail trade (-420)  
 Professional & business services (-520)

For the Latest Info, click below

- ◆ [Unemployment rates](#)
- ◆ [Jackson County employment](#)
- ◆ [Jackson / Josephine regional information](#)
- ◆ [Rogue Valley Labor Trends](#)
- ◆ [Business Information Center](#)
- ◆ [Latest Oregon labor market news](#)

Courtesy of the Oregon Employment Department's

**Workforce Analyst:** Ainoura Oussenbec

[Ainoura.Oussenbec@state.or.us](mailto:Ainoura.Oussenbec@state.or.us),

541-414-5325

Want to be added to the distribution list?

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or go to [QualityInfo.org](http://QualityInfo.org)



## **Don't Blow It With Your Onboarding**

~ **Patricia Forde, SPHR, GPHR**

We have all had the experience of being a new employee. It is an anxiety-filled experience, but also exciting and hopeful. We fervently pray that we have made the right decision in accepting the job, but we are also wary for signs that maybe we made the wrong one.

The things we worry about are:

- Are we a good fit?
- Are we going to get adequate training?
- Will they like me?
- Will I like them?
- Am I going to be supported or dropped on my head?
- Does this sound like the job that was described to me or am I on another planet entirely?

The thing that evaporates first is enthusiasm if we are being disappointed with the onboarding that we receive. Very often organizations are so focused on filling the job and getting the candidate's acceptance, that they over-sell on the one hand, and under-deliver on the other.

Typically, it is HR's job to handle the onboarding of new hires. I have found in my experience that it can be overdone (dragged out too long and disjointedly) ... or it can be underdone (barely there). Rarely is it the "just right" experience we are hoping for. We know that the goal is to turn that onboarding experience into a warm, welcoming one that secures the relationship and generates employee loyalty along with retaining that newbie's job enthusiasm.

I have had a recent experience where a family member of mine accepted a new job with a company and has been sadly disillusioned in the first month on the job. Here's just a few things that he shared with me:

1. Practically nonexistent training (dropped on his head)
2. No written job procedures and disorganized team
3. departmental coworkers quitting in the department in first week of employment
4. Overtime overload starting in week 1 and getting worse by the day.

5. Hearing other coworkers complaining about the company and management from the get-go.

Frankly, HR is not doing their job if they do not have control of the rookie's onboarding experience. It needs to be properly handled so that your new hire not only gets a proper welcome and gradual integration into the team, but also so that the departmental managers, who are clearly not experts in onboarding, do not screw it up so badly that the company's reputation suffers.

The Society for Human Resource Management has a comprehensive guide to successful onboarding available on the link shown below:

<http://www.shrm.org/about/foundation/products/documents/onboarding%20epg-%20final.pdf>

Take a look at this document and select the ideas and strategies that you can implement into your company's onboarding experience to prevent from falling flat. Also, you can survey your newly hired employees to get their opinions on what they think about the onboarding process and identify deficiencies so that you can overhaul your program.

Wake up, HR colleagues out there! Stop burying your heads in the sand. Take charge of that onboarding experience or your hiring process might as well be a revolving door and your company will have a hard time recruiting and retaining the talent you need in order to be a successful organization.

Remember, you don't get a second chance to make a *first impression*.



### **Director of Human Resources**

Neuman Hotel Group is a family owned company located in Ashland, Oregon. The Neuman family's interest in hospitality began in the late 1990s with the purchase and renovation of the historic Ashland Springs Hotel. Currently Neuman Hotel Group with over 200 employees manages properties both in Ashland and Medford including: Ashland Springs Hotel, Ashland Hills Hotel and Suites, Inn at the Commons, Lithia Springs Resort, Larks Restaurants and the Waterstone Spa.

We are in the midst of upgrading and adding guest rooms at several properties. Near future plans include the development of a substantial conference center with the associated number of guest rooms and banquet services to accommodate large groups. With this growth we anticipate recruiting a significant number of high level hospitality staff.

WE ARE SEEKING AN EXPERIENCED PROFESSIONAL TO LEAD OUR SEARCH FOR THE IMPORTANT TALENT WE WILL NEED AND TO ESTABLISH A PRO-ACTIVE HUMAN RESOURCE DEPARTMENT, WITH PRACTICES AND OBJECTIVES THAT WILL SUPPORT AN EMPLOYEE-ORIENTED, HIGH PERFORMANCE, HOSPITALITY CULTURE.

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At Neuman Hotel Group we believe in:

- Creative collaboration
- Health and wellbeing
- The comfort of our guests
- The beauty of a meal
- Featuring Oregon artisans
- Caring about our community
- The power of our smiles
- One another

Is it important to you to work where every associate is valued? Are you excited by the opportunity to help create that kind of environment? Can you use your organizational skills to set up an effective and efficient, one + person, HR department?

Our ideal candidate will be a hands-on professional with excellent communication and employee relation skills, a minimum of 7 years of progressive leadership experience in human resources, a Bachelor's degree or equivalent. Master's degree and PHR certification preferred.

Your background should include successful recruitment campaigns and techniques, administration of benefits and compensation programs, safety, training and organizational development as well as a thorough knowledge of employment laws and practices. Must have excellent computer skills and experience with HRIS systems.

We are located in the beautiful Rogue Valley in southern Oregon, which is known for its 200 days of sunshine, abundant natural beauty and many cultural and recreational activities.  
<http://southernoregon.org>.

We offer a competitive wage and benefit package as well a dynamic work environment. Visit our website at: [Neumanhotelgroup.com](http://Neumanhotelgroup.com) and go to "Join Our Team" to apply. We are an equal employment opportunity employer.



## POSITION ANNOUNCEMENT

**Fall Creek Farm & Nursery®** is the world's leading blueberry nursery stock and genetics company. We bring the best blueberry varieties to our global customers who service the commercial and nursery markets. Our products are second to none, in part, because we have high standards, superb growing conditions and most importantly, good people.

At Fall Creek, we are a team-based company. People work at Fall Creek because they enjoy being part of a family dedicated to respectful, trusting relationships. We are a rapidly growing international company with employees in the US and Latin America.

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We have an opportunity for an experienced Human Resources professional with Spanish language skills, to join our department.

## **HUMAN RESOURCES ADMINISTRATOR (Bilingual)**

### **POSITION SUMMARY**

This position assists the Director of Human Resources with administering the HR programs for the company which includes staffing, compensation, training, and performance management. The Human Resources Administrator is also primarily responsible for benefit administration, HRIS and employee relations within our diverse workforce.

### **ORGANIZATIONAL FIT**

This position reports to the Director of Human Resources and also receives direction from the General Manager. The Human Resources Administrator collaborates with managers and others throughout the organization and provides bilingual communication support.

### **JOB SETTING**

Office setting. Some international travel may be required.

### **RESPONSIBILITIES** (Other duties may be assigned)

- Primarily responsible for benefit administration. This includes processing applications, reconciling monthly benefit bills, working with insurance carriers, and assisting employees with questions. Responsible for open enrollment activities. Processes COBRA events.
- Provides bilingual language assistance to employees and managers regarding human resources. Assists with meetings and other events where Spanish language skills are needed. Answers routine questions from employees and applicants about employment procedures, policies, benefits and other HR related topics. Translates documents and other materials as needed.
- Primarily responsible for processing all HR paperwork and maintaining HRIS data. Composes and prepares confidential spreadsheets, research reports and other documents. Assists with tracking and reporting data on a monthly basis. Responsible for preparing the annual EEO-1 report.
- Assists with the administration of human resources which includes staffing, compensation, employee relations, training, performance management, global HR and other programs.

Coordinates the recruitment effort for open positions. This includes creating job postings, advertising, tracking applicants, preparing questions, and scheduling interviews. Assists in applicant reference and background checks.

- Conducts new employee orientations and ensures paperwork is completed in a timely manner. Assists with on-boarding and training activities.
- Works with the Director of Human Resources on a variety of compensation projects including program design, analysis, and implementation of the wage and salary programs and bonus/incentive programs. Participates in salary surveys, updates and maintains pay structures, and processes changes in a timely and accurate manner.



- Assists in the development and implementation of personnel policies and procedures. Helps prepare and train employees on the employee handbook. Updates and maintains job descriptions.
- Responsible for implementing the time off programs under established guidelines. Monitors and coordinates leave programs for the company including OFLA/FMLA.
- Makes recommendations for best and effective employee relation practices to maintain positive working relationships. Provide appropriate guidance to management and employees ensuring that company policies are followed consistently and fairly.
- Assists with budgeting and expense management for the Human Resources department.
- Coordinates the Company engagement survey and assist with related activities.
- Maintains compliance with federal and state regulations concerning employment.
- Performs a variety of skilled administrative support duties of moderate complexity in support of human resources and operations. This may include conducting research, creating presentations, scheduling meetings, and preparing materials.
- Maintains information on the Company's Intranet.
- Assures the highest level of confidentiality on sensitive matters concerning the nursery, Shareholders, Board of Directors and Executive Management Team.
- Perform special projects as assigned.

#### REQUIRED EDUCATION, KNOWLEDGE, SKILLS AND TRAINING

1. Typically requires an Associate's degree in Business administration or equivalent combination of education and experience.
2. Requires 4+ years human resources experience with specific knowledge of benefit administration. Knowledge of staffing, compensation, training, performance management and employee relations required.
3. Bilingual language skills in Spanish & English. The ability to speak, read, and write in English and Spanish. The ability to present information in meetings and to others using both English & Spanish.
4. Knowledge of current laws and regulations and the ability to understand and apply regulations, procedures, and guidelines.
5. Ability to communicate effectively using tact, courtesy, and good judgment while representing the Company in a positive manner. Must have a high level of interpersonal skills to handle sensitive and confidential situations and documentation.
6. Highly proficient using Outlook, Word, Excel and PowerPoint. Experience maintaining information and writing reports in HRIS systems.
7. Requires the ability to work within defined program policies and procedures.
8. Ability to prioritize work within established guidelines and follow through on a variety of requests.
9. Strong analytical skills when working with data and strong attention to detail is required.
10. Ability to maintain a good working relationship with co-workers and to use good judgment in recognizing scope of authority.

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11. Regular and reliable attendance at the place of business.
  12. Must demonstrate professional and ethical business practices, adherence to company values, and a commitment to personal and professional development.

#### DESIRED QUALIFICATIONS

Bachelor's degree in business administration or human resources management.

#### TO APPLY

For immediate, confidential consideration, please send cover letter and resume to:

Trudy Hylemon	Fall Creek Farm & Nursery
Director of Human Resources	39318 Jasper Lowell Road
TrudyH@fallcreeknursery.com	Lowell, OR 97452
541-762-1725	

**Fall Creek Farm & Nursery®** offers a competitive salary and benefit package which includes health, vision, and dental insurance, paid time off, bonus and profit sharing plan. This position requires an executed confidentiality and non-solicitation agreement upon hire. Employment offers are contingent on meeting our background check standards.

**Fall Creek Farm & Nursery®** is located in the beautiful Willamette Valley just outside of Eugene, Oregon, home of the University of Oregon Ducks. We have been serving the needs of commercial fruit growers, nursery stock growers and garden centers throughout the world since 1978. Please visit us at [www.fallcreeknursery.com](http://www.fallcreeknursery.com) EOE

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## Director of Human Resources

The Oregon Shakespeare Festival is seeking an individual with exceptional people skills and at least 10 years of human resources background to take our Human Resources department to the next level. Major areas of responsibility include supervising the daily HR function, benefit negotiations and administration, compensation plan development, safety and wellness programs, development of company handbooks and HR policies, consultation with department heads on HR issues, development and implementation of training, oversight of diversity and inclusion activities, recruitment and conflict resolution.

The Tony Award winning Oregon Shakespeare Festival is located in Ashland in southern Oregon's Rogue Valley region, produces eleven plays in an 8½ month season each year, and has roughly 455 seasonal and 145 year-round employees and a budget of \$32 Million. In American theatre, OSF is regarded as one of the national leaders in the area of diversity and inclusion.

This high-energy position requires excellent collaborative communication and mediation skills, the ability to problem-solve with a broad range of Festival management and company members, a comprehensive knowledge of health care insurance forecast and expenditure analysis, labor laws, workers' compensation and unemployment, initiative and follow-through, strong presentation skills, excellent cross-cultural competency and utmost integrity. An interest and understanding of theatre is highly desired. Must possess strong computer skills (Word, Excel and PowerPoint). Expert knowledge of HRIS implementation is necessary.

A master's degree in human resources or equivalent experience is desired, a college degree with emphasis on human resources or business, or equivalent experience is required. A minimum of 10 years of experience in human resource with administrative and supervisory experience are required. Ongoing training in human resources management, mediation, facilitation and conflict resolution is required.

At OSF we believe that diverse ideas, cultures and traditions reflect the broad diversity of the nation and enrich our insights into the work we present on stage. We are committed to diversity in all areas of our work, including play selections, casting, marketing and public relations efforts, education programs, strategic recruitment of staff and volunteers, and the composition of the Board of Directors. Women and people of color are encouraged to apply.

Benefits include medical, dental and vision insurance; vacation; life and long term disability insurance and a matching retirement program. This position will be open until filled; however, applicants are encouraged to submit their materials by July 10, 2014 to [humanresources@osfashland.org](mailto:humanresources@osfashland.org). A complete application consists of a single email with **a)** cover letter addressing your interest in this position, **b)** résumé, and **c)** salary history. All finalists will be required to provide a list of professional references. All documents must be in Word or PDF format; only complete applications will be considered. No phone calls please. In order to avoid spam and scams, we request that you type in the subject line of your email the following information: Director of Human Resources: Your Last Name, Your First Name (source from which you learned about this position). Example – Director of Human Resources: Brustein, Sydney (OSF website)