



Human Resource Consulting Services for Community Banks

USource® provides human resource consulting services specifically designed for community banks. Human Resource Representatives at community banks often wear many hats, and may require assistance to remain current in the area of human resource management and related employment legislation.

United Bankers' Bank has designed USource to help community banks navigate the increasingly complicated and legally complex world of employee relations. We recommend solutions to minimize your time commitment in developing consistent and effective human resource programs.

The services offered through USource include:

Employee Handbook

USource uses an interactive process to develop an employee handbook for your bank that communicates the bank's unique culture and values to its employees, while ensuring policies are aligned with employment laws and human resource best practices. USource customers also receive automatic handbook revisions when new legislation requires them or when bank policies change.

Human Resource "Hot Line"

This is a toll-free number available to USource customers to discuss human resource issues and regulations, and to ask questions such as:

- Do I really have to order this poster?
- Should this employee be non-exempt? Do we have to pay overtime?
- Do you think this level of disciplinary action is right? Will you review what I have written?
- Do I have to respond to this unemployment questionnaire?
- An employee has not shown up for work for two days and has not called in; what can I do?
- What additional requirements does the bank have if we go over 50 employees?

Webinars and Forums

USource Webinars provide important and timely information on a variety of topics and are presented frequently throughout the year, generally lasting about 45 minutes. Webinars provide an opportunity for community banks to learn how to comply with state and federal employment laws, as well as human resource best practices and trends.

Forums provide a face-to-face opportunity to discuss human resource topics with participants from other community banks. Hearing about other banks' human resource challenges and successes can help to identify potential issues you may encounter. Forums include a presentation of HR-related topics with questions, discussion and networking encouraged. The forums are held at various locations from 9 am to 3 pm, and include continental breakfast and lunch.





Examples of Topics for Webinars and Forums Include:

- HR Basics for Supervisors
- Bullying and Harassment in the Workplace
- Performance Management
- Wage and Hour
- Exempt vs. Non-exempt
- Laws and Legislation Updates
- Independent Contractor vs. Employee
- Americans with Disabilities Act (ADA)
- Requirements for Federal Contractors
- Managing Different Generations
- Workplace Trends
- PTO Plans vs. Vacation/Sick Plans
- Hiring the Right Candidate
- Unemployment Compensation
- Family Medical Leave Act (FMLA)
- Background Checks

Human Resource Library

An on-line library includes information and best practices in the areas of Recruitment, Compensation, Benefits, Performance Management and Employment Regulations, with many sample forms to use. There is also a section with examples of information needed to create job descriptions. In addition, recordings and PowerPoint presentations from previous webinars are also available in the library.

Pre-Employment Assessments

We offer various web-based pre-employment assessments. Customers provide us the individual's name and email address. USource sets up the assessment and upon completion, provides a report.

USource Newsletter – HRMatters

USource sends a newsletter periodically to keep customers informed of the latest human resource practices, trends and employment law updates.

Compensation Reports

Accurate market compensation reports are highly dependent upon the quality of the job match within a specific geographic area. USource utilizes PayScale web-based software to produce focused real-time compensation reports. Members can receive two job-specific complementary reports annually. Reports may be requested when needed to determine how pay levels for key positions compare to the market, help identify flight risks and determine what pay adjustments are needed.

Employee Surveys

Surveys are an effective way to tap into the thoughts of your employees. Web-based surveys preserve the confidentiality of employees' responses, leading to candid feedback. The employee satisfaction/engagement survey identifies employees' level of satisfaction with their job, compensation, benefits, training and work environment. USource will tabulate the results and send a full report.

