

# Household HR Concierge Service

*Create a professional workplace with best-in-class hiring and employee management practices.*

Designed exclusively for household employers and managers, our **Household HR Concierge Service** will help you retain top personnel, hire the best fits for your positions, and comply with labor laws.

Enjoy a team of satisfied, engaged workers while mitigating the risk of lawsuits and penalties for not following federal, state, and local regulations. And you'll have one point of contact who will work with you in a number of areas including:

## Human Resources Consulting and Personnel Management

- Pre-hire recruiting guidance
- Candidate-compliant interviewing guidance
- Offer letters and job descriptions
- Work agreements
- New hire onboarding
- HR policy review and recommendations
- Basic employee handbooks
- Performance review planning
- Termination advisement
- Basic time and attendance
- HR help desk by email or phone

## Compliance and Administration

- Full-service payroll and tax management
- Reporting and analysis
- Audit and tax notice support
- Employee labor, wage and insurance compliance guidance
- Monitoring ever-changing employment laws
- Labor law posters
- Employee harassment training
- Manager/supervisor training

## Insurance and Employee Benefits

- Insurance audit and recommendations
- Employee benefit audit and advisement

## Additional Fee-based Services

- Custom documents
- Custom handbooks and policies
- Handbooks for multiple states
- Compensation plans
- Management training and best practices
- Open enrollment
- Insurance policy administration
- Retirement plan administration
- Health plan administration



## Key Benefits

- Hire and retain top personnel
- Increased employee performance and satisfaction
- Compliance with tax and labor laws
- Mitigate risk of lawsuits and penalties
- Increased confidence in your employer decisions
- Peace of mind in your home

## What Our Clients are Saying

*"Your advice on my employees' leave management left me more confident on how to balance their privacy and my need to staff my home."*

*"I avoided having to terminate two staff members who couldn't work together. Your involvement helped them understand their differences and repair their working relationship."*

*Better Advice, Better Service, Better Value...for an Easier Life<sup>®</sup>*

# Household HR Concierge Service

*Reduce your risks and legal exposure for non-compliance with tax, wage, and labor laws*

**GTM's Household HR Concierge Service** will help reduce the risks and legal exposure from labor violations, discrimination, wrongful termination, harassment, and undocumented employees. Here are just a few examples of non-compliance with labor laws, beyond tax and wage violations, that can easily be overlooked and cause legal issues.

## Policy, procedures, and labor law compliance

Household employers, regardless of the number of workers, must provide written policies to inform employees of their rights, employer policies and procedures, complaint processes, benefits, and compensation. In addition, some states may require employers to provide sexual harassment training for their employees, display posters on paid family and medical leave benefits, and follow other labor rules. These requirements can easily be missed.

>> **GTM's Household HR Concierge Service** provides a customizable household employee handbook that includes required language and notices as well as your own employer policies and guidelines.

## Wrongful termination

In most states, employment is presumed to be at-will, which means employees work at the will of their employers and can be fired at any time for good reason or no cause at all. However, if that firing breaches the contract of employment, duty of good faith and fair dealing, or labor law, the employer could face a wrongful termination lawsuit. The employee could say the dismissal was discriminatory or retaliatory or violated the employer's own termination procedures.

>> **GTM's Household HR Concierge Service** offers consultations on termination best practices as well as customized employment agreements and job descriptions to better communicate roles and expectations with staff. An at-will employment policy is also included in each employee handbook so workers understand (and sign off on) their relationship with the employer.

## State-mandated leave laws

Household employees are usually covered by state paid family, sick, and excused leave laws. These may cover their own or a family member's medical issues; care for a newborn, adopted or foster-care child; voting; jury duty; pregnancy; and more. Keeping up to date with the various state (and sometimes even local) mandates is difficult and can lead to unintended labor law violations.

>> **GTM's Household HR Concierge Service** keeps clients apprised of any changes to federal, state, and local labor laws that may affect household employees and will consult on how to comply with any new or revised regulations.

## Domestic Workers' Bill of Rights

Some states and cities will package protections for household employees under what's commonly called a Domestic Workers' Bill of Rights. It may cover days of rest, paid days off, overtime and minimum wage requirements, pay stub information, maternity leave, employment agreements, job evaluations, work policies, unemployment insurance, workers' compensation insurance, pay periods, and more.

> **GTM's Household HR Concierge Service** will advise clients on what is required and to how to comply with these household employee protections.

## About GTM Payroll Services

For nearly 30 years, GTM has provided payroll, tax, insurance, compliance, and HR services to household employers nationwide. Our concierge-level support is backed by a team of licensed and certified payroll, tax, human resource, and insurance professionals. GTM is also trusted by Fortune 500 companies to manage household payroll for their executives and clients.

*Better Advice, Better Service, Better Value...for an Easier Life®*