

INSTITUTE OF FAIR MANAGEMENT HUMAN RESOURCES I

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WHO AM I?

- Worked in the human resources field since 2012.
- Experience in long term health care, management consultant recruiting and entertainment industries.
- Human Resources Manager with the Minnesota State Fair since 2017.

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WHAT DO I DO?

- Full cycle recruiting
- Employee relations
- Workers Compensation Administration and OSHA recordkeeping
- Legal compliance
- Organizational planning
- Many other things that aren't in my job description

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WHAT IS HUMAN RESOURCES?



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WHAT IS HUMAN RESOURCES?

- Talent Management
- Compensation & Benefits
- Training & Development
- Legal Compliance
- Workplace Safety
- Employee Relations



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AGENDA

- Job Description
- Selecting Your Interviewers
- Interview Structure & Questions
- Posting the Position
- Selecting Candidates
- Scheduling & Conducting interviews
- Hiring Decision, Reference Checks, Background Checks and Offer Letters
- Onboarding

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JOB DESCRIPTION

- “A written description of a job which includes information regarding the general nature of the work to be performed, specific responsibilities and duties, and the employee characteristics required to perform the job.” (SHRM)

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JOB DESCRIPTION

1. Identify the job functions
 1. What will this person be doing day to day
 2. How often they'll be doing them
 3. Determine what is essential and what is marginal
2. Add a disclaimer
 1. Indicate that the description is not meant to include a comprehensive list of all the job functions that are required by the employee. Duties may change with or without notice.
3. Add a signature line
 1. Indicates that both the employee and the employer understands the decision.
4. Review by leadership

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Name of your Job - Job Description

Position Title: (Employee Status, Exempt/Non-Exempt)
Employee Last Name, Employee First Name

Reports to: Supervisor's Name **Division:** Division Name

Supervisor: Name of positions they oversee

Job Summary:
Write a few sentences here to show

Essential Functions:

- 1. Explain essential job duties.
- 2. Explain essential job duties.
- 3. Explain essential job duties.
- 4. Explain essential job duties.
- 5. Explain essential job duties.
- 6. Explain essential job duties.

Working past work hours extra duty hours and periods with no days off

Access will not be assigned by other immediate supervisor or General Manager

Qualifications:

List educational and experience requirements here.

Education/Experience: List any experience with related or other required knowledge to do the job.

Job Information Skills: Able to quickly study to positive and negative situations, ability to learn carefully and work for results/area

Business communication skills: Able to write clearly and informally; able to talk for speaking and grammar; able to read and interpret written communications

Interpersonal skills: Able to listen carefully to others; able to bring attention to check; open to all ideas

Employee organizational and customer service skills:

- 1. Confidentiality
- 2. Validity/Access

The above is intended to generally describe this position. It is not to be construed as an exhaustive statement of duties, responsibilities or requirements. It was made current and a copy provided to the employee on the date below.

Date: _____ Name (print): _____ Signature: _____

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SELECTING YOUR INTERVIEWERS

- Who will add value to the conversation?
 - Direct supervisor
 - Other members of the department
 - Someone from outside of the department who could provide a unique perspective



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INTERVIEW STRUCTURE

- Phone interviews
- In-person interviews
- Virtual interviews
- How many rounds of interviews will there be?



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CREATING INTERVIEW QUESTIONS

- General questions that focus on the core competencies of the position.
- Behavioral questions that focus on their experience by asking for specific examples.
- Situational based interview questions based on situations that they may commonly face in the workplace.
- Are they a fit for the fair and most importantly for the position.

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EXAMPLES OF WHAT TO ASK

- What do you know about our fair so far? What made you want apply for this position?
- How do you define growth and how does this position fit into your long-term career goals?
- Can you tell us about a recent achievement you're most proud of?



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EXAMPLES OF WHAT TO ASK

- How would you describe a good manager and how can a supervisor best manage you?
- Tell us about a time you had a conflict with a customer, coworker or volunteer. What went wrong, how did you handle it and what did you learn from it?
- Do you have reliable personal or public transportation to and from work?

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EXAMPLES OF WHAT **NOT** TO ASK

- Are you biracial? What's your background? Where are you from originally?
- How old are you? What year did you graduate high school?
- Do you have a disability? Have you ever filed a worker's comp claim?



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SELECTING CANDIDATES

- Do the applicants match your requirements?
- Do they have potential to learn the job?
- Do they have previous experience with your fair?



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SCHEDULING INTERVIEWS

Dear "Applicant",
 Thank you for taking the time to apply for the "Position" with the "Fair". We have reviewed your application, and we'd like to set up a time for an interview! If you're interested, can you please send us your availability for the next week? Thank you again and we look forward to hearing from you soon!

Sincerely,
 "Hiring Manager"

- Option to state the wage range.

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REJECTING CANDIDATES

- All candidates who are no longer under consideration should be notified.

Example message:

Dear "Applicant",

Thank you for taking the time to apply for the "position" with the "fair". After careful consideration, we have decided to move forward with other candidates for the position. Thank you again and best of luck with your job search!

Sincerely,
 "Hiring Manager"

- Option to steer them to apply for another job.

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CONDUCTING INTERVIEWS

- Introduction of interviewers and their roles
- Direct supervisor to provide overview of the position, physical requirements, compensation and schedule
- Ask the candidate if they have any questions and if they can perform the duties of the job as you've described them.



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CONDUCTING INTERVIEWS

- Ask each applicant the same set of questions. Follow up questions ok.
- Conclude the interview by asking if they have questions for you and discuss next steps.



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MAKING THE HIRING DECISION

- Meet with all involved in the interview process and determine the positives and negatives of each candidate.
- Is a second-round interview necessary?
- Reference checks



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REFERENCE CHECKS

- Pros include additional character assessments by coworkers and supervisors.
- Cons include the fact that you will receive positive remarks nearly every time.
- Speak to supervisors or close colleagues whenever possible.
- Ask open ended questions, not "yes or no" questions.



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REFERENCE CHECKS

- Describe the position the applicant is interviewing for and ask if they would recommend them for the role.
- What were the applicant's job responsibilities? What did their day to do look like?
- What was it like to supervise the applicant?
- How well did the applicant work with other members of their team?
- What were the applicant's strengths? How about areas for improvement?
- Given the opportunity, would you rehire this person? Why or why not?

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OFFER LETTER

- Applicant name and address
- Welcoming opening statement
- Compensation
- Any pre-hire contingencies like (if no background check is conducted or other pre-hire contingencies)



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OFFER LETTER

- Outline of any benefits provided.
- Closing statement welcoming them to the organization and who to contact with questions.
- Signature to accept the offer



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Month Day, Year
 Applicant First and Last Name
 Applicant Address
 City, State, Zip

Dear "Applicant":

The "Fair" is pleased to offer you the position of "position". The compensation for this position is "compensation rate" and is paid on a "pay period" basis. The position is "base compensation" and is "eligible for raises" for reasons. The benefits plan, as described in the attached document, becomes effective "effective date".

This offer is contingent on the completion of a background check. Once completed, an official offer letter will be provided.

If the terms outlined above are acceptable, please sign where indicated and return to me. If you have any questions, please contact me via the information provided below.

Welcome to the "Fair"! We look forward to you joining us as one of our full-time staff!

Signature _____

Date _____

Hiring Manager Name
 Hiring Manager Title
 Name of Fair
 Contact Information

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BACKGROUND CHECKS

- This should be conducted **after** an offer has been made.
- Criminal history
- Educational verification
- Job history verification
- Driver's license checks
- Drug testing
- Others...



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BACKGROUND CHECKS

- Consumer Report is defined as, "any written, oral or other communication of any information by a consumer-reporting agency bearing on a consumer's credit worthiness, credit standing, credit capacity, character, general reputation, personal characteristics or mode of living." (SHRM)



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BACKGROUND CHECKS

- If a third party is used, the Fair Credit Reporting Act (FCRA) will apply.
- Governs how employers obtain and handle consumer reports including background checks.
- This definition can include credit reports, criminal history reports, driving records and other background check reports created by a third party such as drug tests.

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BACKGROUND CHECKS

- FCRA does not apply when an employer does its own investigation, only when a third party is involved.
- FCRA requires employers to disclose that consumer reports may be used for employment decisions and to secure consent from employees or applicants to obtain these reports.
- If consumer reports provide information that results in an adverse employment action against the individual, the employer must provide the person with a copy of the report and their FCRA rights.

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ONBOARDING

- The First Day
- The First Few Months
- The First Year



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ONBOARDING – THE FIRST DAY

- Welcome presentation
- New hire paperwork
- ID badges/keys
- Review benefits and employee handbook
- IT introduction
- Safety policies
- Organizational chart and introductions to the rest of the staff



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ONBOARDING – THE FIRST MONTH

- Check in to see if employee is comfortable, happy and engaged.
- Have they been the proper tools to learn and be successful?
- Has their supervisor been effectively communicating with them?
- Repeat this step at the three and six month periods.



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ONBOARDING – THE FIRST YEAR

The first year

- This will prove if the employee is fully productive.
- Focus on future development and career planning.
- Transition into retention and employee satisfaction.
- Discuss compensation increases if available.



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RESOURCES

- Society for Human Resource Management (SHRM) www.shrm.org
- State or local HR organizations
- Federal Department of Labor and State Departments of Labor web sites.
- Local chambers of commerce



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IAFE HUMAN RESOURCES COMMITTEE

- Get involved in the conversation!
- New committee started in 2022.
- Chairperson is Kathy Allen, Directory of Human Resources and Marketing for the South Carolina State Fair.
- If interested in joining, contact Marla Calico at marlac@fairsandexpos.com

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QUESTIONS

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