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When to Add HR: Size Doesn't Matter

By Diane Faulkner, ACC, SPHR

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Whether there's a total of one or a 101 on staff (including you!), the need for HR's expertise is present, just not continuously so. Here are a few guidelines to consider when deciding what level and type of HR assistance is right for your credit union:



- **If you're starting a new CU or have fewer than 10 total staff...**

You need HR to: Define environment and leader characteristics that will ensure an effective corporate culture to foster and sustain operational growth. Put to paper position requirements and responsibilities, including board positions. Research and plan recruitment and retention strategies, as well as compensation and benefit potential. Plan professional development. Develop basic HR information management and a legal update system. Develop policies. (Procedures are developed by position and are written and updated best by those performing the work.)

RESOURCES

Read more articles in the [HR archive](#).

Also, check out CUES' [staffing products](#) including:

[CUES Staffing Manual for Credit Unions 2000 Edition](#)

[Hire Right: CUES Employment Skills Kit](#)

[CUES Employee Salary Survey](#)

To get these services: Contract HR services through traditional vendors, such as the [Society for Human Resource Management](#) and [International Association for HR Information Management](#). Subscribe to HR-specific legal updates such as [M. Lee Smith Publishers' Employment Law Letter](#), [Alexander Hamilton Institute's Manager's Legal Bulletin](#).

- **If you have up to 20 staff...**

You need HR to: Continue to do everything listed above, but now you may need a dedicated part-time recruiter,

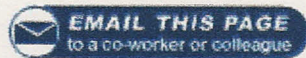
You need HR to: Still do everything above. Make plans to hire a dedicated development person as well as an administrative assistant. Audit HR and manager files. Federal record retention guidelines are of utmost importance now, and will continue to be so.

To get these services: Hire a generalist and a clerk. Subscribe to legal updates like Alexander Hamilton Institute's Federal Employment Law Update and Employer's Guide to Record Keeping. Keep your HR staff involved in groups such as SHRM.

- **Sixty or more staff?**

From here on out, service needs to staff will determine how much more your HR department will need to grow. If you have to hire more clerks and development people, this is a sign that your CU is experiencing phenomenal growth.

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