

HotlinkHR Offers Real ROI for Human Resources Management

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As the HR responsibilities and activities grew at our dealerships they were passed around between the business office, accounting and management. The result was inconsistent procedures that exposed our dealership to risk and did not further our goal of attracting and retaining the best employees.

As both a Co-Owner and the HR Director, I knew we needed a better system to address these four critical issues:

1. Turnover: Our business had consistent turnover in sales and entry level service positions, which made it difficult and time consuming for department managers to continually train staff.
2. Legal compliance: It was very time consuming (not to mention stressful) to keep up with ongoing changes in federal and state employment laws and ensure that our HR forms are in compliance
3. Training: We were purchasing HR training materials from several vendors for each location. We needed one vendor that could supply all the materials we need. It was also very time-consuming to go through employee personnel files to see who was not up to date on their training.
4. Processes: We were faced with three choices; either to add staff, to purchase software, or to continue to have significant risk associated with inconsistent procedures.

HotlinkHR Provided the Solution

When selecting a Human Resource Management system, I began with the end in mind. I knew the problems I wanted to solve, and that the solution would have to give a good return on the investment - KPA's HotlinkHR was the answer. This online human resources service was developed



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*"If we didn't have
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need additional staff to
ensure compliance."*



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specifically for dealerships. It automates all essential HR processes, provides compliance guidance, and reduces paperwork.

Now that we use HotlinkHR, our company has a consistent hiring process that is compliant with federal and state hiring laws. Our disciplinary process is consistent, and results in managers maintaining fairness in worker evaluations. HotlinkHR also helped us create and distribute an electronic company handbook that has been reviewed by attorneys and edited to comply with state and federal laws. We have instant documentation for all employee training activities; actually everything we do is by the books and documented.

One of my favorite features is that I can require managers to have my final approval before any disciplinary action or performance evaluation. The various reports and the compliance dashboard save our company the need for additional administrative staff to process paperwork and monitor compliance.

I would most definitely recommend KPA's HotlinkHR to other dealerships. Using the software not only keeps you compliant, but it makes the management process very easy, and the support staff has been outstanding in taking care of my needs.

With HotlinkHR, we realized an excellent return on our investment by automating workforce management.



About KPA

KPA helps business owners reduce losses, attain compliance with state and federal law; reduce the risk of accidents, fines, civil actions, and litigation while saving costs. Over 3,500 clients trust KPA to provide the right combination of training, software, and expert advice. Endorsed by 24 national and state trade associations, KPA is the only provider of Environmental Health and Safety (EHS) and Human Resource (HR) services and software designed for the specific requirements of dealerships, manufacturers, and automotive services companies.