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USource® Responds to Growing Need by Beefing Up HR Staff, Resources

Introducing Stephanie Wold, Human Resources Generalist

Okay, we'll get right to the point here. There is A LOT going on at USource®, your on-demand human resource management service. And none too soon as bankers are facing a dizzying array of new and proposed regulations from the Family Medical Leave Act (FMLA), the Americans with Disabilities Act (ADA), COBRA continuing health care coverage – and the 10,000-pound gorilla in the room – national health care reform.



*USource Staff, from left to right;
Back: Mary Deziel, Angie Martin
Front: Amy Torborg, Stephanie Wold*

Since coming on as director just a year ago, Mary Deziel has been beefing up her HR staff and adding additional resources to the USource product and service lineup. “There are several significant changes in employment law clouding the horizon,” said Deziel, “and there is just no way the average community bank can

afford to hire enough people to keep up. So we need to be that HR backstop bankers can count on when the storm breaks.”

In addition to an expanded USource team (pgs 2-3), Deziel’s new initiatives include:

- MOAT Online Document Center – a web-based repository of everything HR, from commonly used forms and checklists to interview questions and job descriptions
- New Web-based

Salary and Benefits Survey – now with easy online access and expanded coverage to Iowa, Nebraska, and North and South Dakota

- Regional HR Seminars – USource hits the road with quarterly seminars in Minnesota, Iowa and online via dedicated Webcasts.

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Still Room in the Fall Forums

FMLA

Webinar
- Oct. 15th
9:00

HR for Bank Officers

- Oct. 27
West Des Moines, IA
- Nov. 3
Mankato, MN
- Nov. 4th
Bloomington, MN
- No. 5th
Alexandria, MN



Wold Brings Extensive Outside Experience to USource

Fate might have had Stephanie Wold, the newest

member of the USource team, calling you about your overdue bills rather than answering your HR questions.

“Before college I went to an interview for a collections rep position at Target, and a gentleman there sent me to the wrong interview,” Wold recalls. “Instead of collections, I ended up getting interviewed and hired as a benefits rep. So I have an 85-year-old security guard to thank for launching my eventual career in human resources.”

Wold went on to earn her bachelor’s degree in management at Concordia University in St. Paul, MN. before becoming an HR helpline consultant for Ceridian payroll and human resources. She has also held HR positions with Personnel Decisions International in Minneapolis, and giant retailer Northern Tool + Equipment based in Burnsville.

As a USource HR generalist, Wold will field Hotline calls, help customers write their employee manuals, research and publish information to the online resource center, and work on just about any other service we offer. Which all suits Wold just fine: “I was attracted to USource and United Bankers’ Bank (UBB) because I like working with different people and a variety of issues,” she said. “It’s like being a consultant, but with a lot more job security.”

When asked about her early impressions working with bankers, Wold says she’s been impressed. “Our customers call with HR questions to make sure they are doing the right

thing for their employees, not to make sure they don’t get sued,” she said. “That’s a refreshing attitude, and a very different perspective than some of the other groups I’ve worked with in the past.”



Martin Is Seasoned USource Veteran

Angie Martin provides a nice sense of balance to all of the new initiatives

at USource thanks to the long-term perspective you only get with years of experience. Starting as an administrative assistant with USource in December 2000, Martin has successfully navigated numerous responsibilities to become an HR officer today.

Many customers know Martin well from her thoughtful advice and steady demeanor on the other end of the USource Hotline, her attention to detail working on numerous employee manuals, and her insight on recruiting tips and techniques. “A lot of our members have become friends,” Martin said, “you feel connected, especially given the fact that we often must work through some difficult situations and anxious moments together.”

Hotline calls and e-mails are a particular favorite of Martin’s. “We get a little bit of everything, from the routine to the rather sticky,” she said. “Some questions we can answer on the spot, like the 10-employee bank that calls asking what poster they need in their break room,” she said. “Then there’s the 50-employee bank with complex questions about the Family Leave Medical Act. In that case, we might need to research extensive state and federal regulations, review best practices, or even suggest an attorney.”

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On the “sticky” side, Martin cites employee disciplinary issues and terminations as a common source of anxiety for many bankers. “The ones that get really interesting involve the community,” she said. “A teller acts inappropriately at bowling league. The head cashier gets a DUI. A loan officer’s personal bankruptcy is published in the local newspaper. Obviously bankers don’t want this type of behavior to reflect poorly on the bank. These are tough cases, but a very common thread.”

Martin reports that she too is seeing a growing demand for information and guidance on increasingly complex employment laws. “When I first started here, we did USource Alerts on major legislative and regulatory changes maybe a half-dozen times a year,” she recalled. “Now it seems we are sending out these updates at least once or twice a month.”

“On the job training” at USource is how Martin describes her formal education in human resources. The HR seeds were sown early, however, when she volunteered for a recruitment and hiring team at Wal-Mart where she worked while attending college. “I enjoyed it so much,” said Martin that I extended what was supposed to be a few-month term to nearly three years.” She also double majored with bachelor’s degrees in sociology (with a criminal justice emphasis) and business administration from the University of Wisconsin, River Falls.



Torborg Keeps Everything On Track

The closest brush with fame Amy Torborg has ever had was working as an executive assistant with the Minnesota Viking Food Service. When asked if she could share an

interesting story about any of the players, she laughed and said, “We had completely separate facilities, separate everything. Although we did get game tickets occasionally.” Turns out the company, while owned by the Vikings, provided vending and cafeteria services to office buildings rather than feeding hungry superstar athletes.

Torborg joined the USource team in October 2008 as payroll administrator and HR administrative assistant responsible for support on all products and services. Like several of her colleagues, “variety” tops Torborg’s list of reasons why she fell for a career in human resources. At any given time, Torborg could be working payroll or benefits administration (the USource staff also provides HR to UBB employees), planning for an upcoming seminar, or coordinating a direct mail piece for new customers.

“The seminars are really interesting to me,” said Torborg of the quarterly educational programs that are offered to all USource members. “I enjoy meeting the people I talk to on the phone, registering participants, preparing the manuals and other support material, and just being there to help out during each session. It’s fun to see these popular events go from start to finish,” she said.

Torborg earned her bachelor’s degree in business administration with an accounting minor from Minnesota State University, Mankato. In addition to Viking Food Services (where she first met Mary Deziel), Torborg also held administrative positions at Mystic Lake Casino Hotel and the Lakeville Police Department. Of her future, Torborg said she is looking forward to a long career with USource and UBB. “It’s a great fit for me,” she said, “especially with young children and a very busy home life. Eventually I would like to go back to school and take a few more classes in human relations,” she added. ■

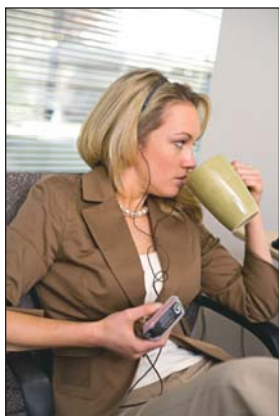
The closest brush with fame I have ever had was working as an executive assistant with the Minnesota Viking Food Service.

Pay Your Employees Correctly

Enforcement of Wage and Hour Laws has increased with the addition of 250 new investigators. One of their initiatives is to ensure that employees are paid for all compensable time. Of course, we all know that we must pay non-exempt employees for all hours worked. But the definition of working time can get tricky with certain activities such as rest or meal periods, training, and travel time. Laws can be cumbersome, and in many cases lead employers to make judgment calls for each situation. Investigations can lead to back pay for employees and fines from the U.S. Department of Labor.

REST PERIODS

Rest periods of short duration, usually 20 minutes or less, are customarily considered working time.



Meal periods, typically 30 minutes or more, generally need not be compensated as work time. However, the employee must be completely relieved from duty for the purpose of eating regular meals.

For example, an employee who remains at his/her desk while eating lunch and answers the telephone or responds to work e-mails should be paid for that time because the employee has not been completely relieved from duty.

TRAINING

In most cases, time spent in training or meetings is considered hours worked that must be paid. After-hours training need not be compensated if all four of the following criteria are met:

- Attendance is entirely outside the employee's regular working hours,
- Attendance is in fact voluntary (attendance will not be found voluntary if the employee is led to believe that attending is critical to his or her job),



- The training, course, lecture is not directly related to the employee's job, and
- The employee does not do any productive work during the program.

TRAVEL TIME

An employee who travels from home before the regular workday and returns to his/her home at the end of the workday is engaged in ordinary home-to-work travel, and is not considered work time. However, an employee who regularly works at a bank in one city but is

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given a special one day assignment to work at another branch in another city and then returns home the same day would be compensated for any additional travel time beyond their normal commute.

If a nonexempt employee travels to a seminar, training session, or work assignment and leaves

the day before the seminar or work begins, you only have to pay for the travel time that overlaps the employee's regular workday. Thus, if the employee normally works from 9 a.m. to 5

p.m., and leaves for the seminar at 4 p.m. and arrives at 9 p.m., you are only required to pay for one hour of travel time (this does not apply to same-day travel, only for overnight travel). However, if the same employee travels on a Sunday, you must pay for any travel time between 9 a.m. and 5 p.m.

Travel spent by an employee as a passenger is compensable only if it occurs during the employee's normal working hours, including on the weekends and any other day the employee may not be regularly scheduled to work. Time spent waiting (i.e., waiting for a flight at an airport), even if it occurs outside normal hours, counts as working time. Finally, travel time during non-work hours may be considered work time that must be paid if the employee actually performs work while traveling.

This following case shows the different twists and turns of the FLSA and how important it is to evaluate each job within your bank.

This case started in 2006 and was just finalized in August of 2009.

Rutti et al v. Lojack, was originally filed in 2006 when Mike Rutti made a claim under the FLSA that he and other similar workers should be paid for time spent commuting in a company vehicle as well as for activities related



to work before and after their scheduled hours. These employees were charged to answer calls to repair and install security systems in vehicles. Expectations were such that they

would plan their day according to calls received each morning and send a synopsis at the end of each shift. District court sided with the company and awarded summary judgment stating the activities in question were too minimal to count under the FLSA.

Rutti appealed and the ninth circuit court of appeals upheld the district courts decision on all counts except for the required duties after his scheduled shift. The court found that the time spent planning each day was too minimal to count as hours worked, but that the company training manual required that installers submit their daily synopsis via PDT (portable data terminal) in the evening. The training manual stated that if there were problems uploading the information; installers would have to try each hour for up to four hours to get the information through. The court found that this could elevate to an extended period of time and therefore should be paid time. ■

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Future Seminars

UBB•USource

Mark your calendars for the remaining 2009 seminars. We would love your suggestions for topics for 2010 seminars.

October 15	Webinar - 9:00AM	Family Medical Leave Act (FMLA)
October 27	West Des Moines	Nebraska/IA Fall Seminar
November 3	Mankato, MN	HR for Bank Officers
November 4	Bloomington, MN	HR for Bank Officers
November 5	Alexandria, MN	HR for Bank Officers

HR Dates 2009

September 30	EEO-1 Reports were due September 30th
October 1	15th Annual USource Salary and Benefits Survey available October 1st. You will receive a separate mailing that includes an order form. If you don't receive it, call or e-mail Amy Torborg to order your copy. 800-752-8140 or amy.torborg@ubb.com.
November 21	Title II of GINA becomes effective making it unlawful to discriminate based on genetic information

For more information about USource seminars, please contact Amy Torborg at 952-886-9567 or USource@ubb.com

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HRMatters Newsletter

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Human Resource Questions?
Please call Mary Deziel and
Angela Martin on the
USource Hotline: 800.752.8140
or email: USource@ubb.com

Route to Human Resource Officer