



Building A Better Workplace

When it comes to human resources (HR), most businesses are wildly underprepared. Though it is common to feel you've done your research, read the pamphlets, and understood employment law, changes are continually occurring behind the scenes, with new laws and the development of best practices. For employers who feel they can do everything themselves—and most employers do—there will always come a point where they realize contrarily; the only question is when and at what cost? For HR specialist, Shelby Chase, her career has been built assisting and educating employers on matters of the workplace, so they can spend less time worrying about employment law and more time running their businesses. This mission is the focus of her company, HRIQ.

Originally from Red Bluff, California, Shelby commuted to Chico State daily throughout her college career. Interested in helping businesses operate better, she earned her business administration degree in 2013, with a focus in human resource management. She obtained a labor law internship in Redding before accepting a position at Dignity Health, as the healthcare giant was undergoing a time of significant transition. Looking to move all of their HR services to one centralized center in Arizona, they hired Shelby to evaluate their current HR landscape within St. Elizabeth Community Hospital, and determine what managers and employees valued in an HR department, so they could provide better

processes and benefits in their new model. Her success with the project garnered attention at the corporate office, and they offered her a full-time position at Dignity Health Medical Foundation in Sacramento. She accepted.

During her time in Sacramento, Shelby specialized in physician recruitment and eventually became the HR partner for a 3,500+ employee hospital undergoing the HR restructuring and transition she previously worked on at St. Elizabeth's. The position gave her deeper insight into corporate HR and the compliance demands placed on a business of that size, with the added benefit of extensive experience in a unionized environment. With the move to Arizona looming, she chose to remain in California.

Shelby decided to test her skills in a different industry and took over as HR manager at American Commodity Company in Williams. Also going through a time of transition with 250 employees, they allowed her to completely redesign their HR package, offering new benefits, and utilizing a different payroll platform. She moved to Chico and commuted to Williams daily, handling the company's entire HR needs by herself. The scope of this included: payroll, onboarding, recruitment, benefits administration, employee and labor relations, safety, workers compensation, terminations, seasonal hires, compensation analysis, absence management, and claims

response. She continued in this position for nearly two years before deciding to pursue her master's degree, and she later earned an MBA in management and leadership.

Fired up by her experience in Williams, Shelby accepted a part-time HR director role working remotely for a tech firm in Redding with 65 employees and another full-time position as HR generalist for Social Services overseeing 9 counties from Sonoma to Tehama. The experience working at both organizations simultaneously proved that she could offer her services to multiple companies at the same time. Having spotted a noticeable absence of HR services within businesses in Butte County, she decided she could potentially fill the void, and HRIQ was born.

Offered as a subscription service, HRIQ provides a truly local, retainer modeled HR department to small and medium sized businesses at a fraction of the cost required for in-house HR. With a number of subscription levels available, businesses only pay for the services they need, making the price approachable regardless of the size of the business. By offering full-service payroll, employee relations, and benefits administration in a way that any employer can include in their cost of doing business, Shelby is making well on her original mission to help Butte County businesses operate better.

"Many businesses lack an HR presence." Shelby said, *"I'm looking forward to showing employers the value of HR and the potential risks of not utilizing a true HR specialist. By making HR affordable to business owners and individualized to their company, I know we'll retain more of our student population post graduation, as HR will improve student's work experience and perception of Chico's conduciveness to establishing one's career, or being an incubator for entrepreneurship. I'm eager to collaborate with business owners and show them that offering a better workplace environment creates a happier workforce, which allows for greater profitability and future growth."* We happen to feel the same way.

If your business is currently in need of HR and payroll solutions, or you're looking for a second opinion on your current offerings, give Shelby a call at HRIQ. As any employer is sure to agree with, there aren't nearly enough hours in the day to do everything a business owner already needs to do. Call 530.200.2663 or visit UpYourHRIQ.com.