Online GSO

LEADER GUIDE

Table of Contents

ONBOARDING

When a new team member starts with Goodwill, this is his/her first chance to see how we operate.

Clear instructions, timely responses from leaders and HR, and proper handling of new hire paperwork are all important tasks that help instill confidence in our new team members.

New team member onboarding, when done correctly, leads to higher job satisfaction, organizational commitment, decreased turnover, and better performance levels.

Good Start Orientation (GSO) is one part of the onboarding process and is one of the first opportunities we have to make a strong and lasting impression of our company and ourselves. This Leader Guide provides you with the tools and resources you need in order to help get your team member off to a good start!

YOUR ROLE

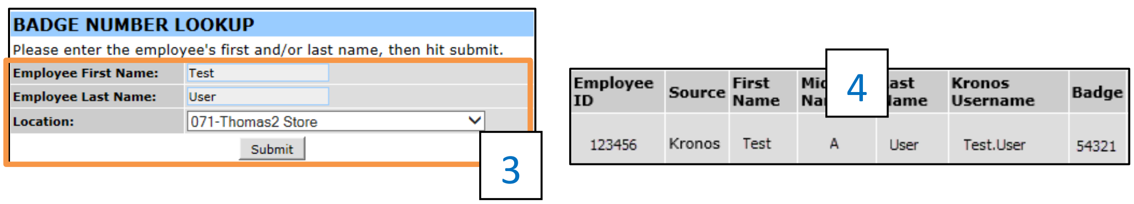
Here is what is needed from you on day one in order to help make your team member's onboarding experience a positive one:

1. Welcome your new team member and spend time building rapport.
2. Complete Form I-9 to verify employment eligibility.
3. Confirm completion of required new hire forms and required online training course(s).

Note: Only use the Manager's office computer for the I-9. Have the team member complete new hire paperwork and the rest of the process at the designated computer at your location.

"THE DETAILS"

STEP 1: LOOK UP EMPLOYEE ID, BADGE # AND KRONOS USERNAME



1. Print the Welcome Packet.
2. Open the Gazette and navigate to the **Goodwill Menu**. Rollover the **Support** option and click **Badge Request**.
3. Click the **Look Up Number** link.
4. In the **BADGE NUMBER LOOKUP** window, type the Employee's First Name and Last Name. Select the team member's name and click **Submit**.
5. The employee ID, Kronos Username, and Badge number display. Write this information on the top of the **Welcome to Goodwill** handout in the Welcome Packet.

Retail team members can also use the Badge Number Lookup link under the **Administration** section to look up this information.

Note: If you are unable to locate your new hire via the Badge Lookup Tool, call HR Support at 602-535-4100, option 1.

Your new hire will not be able to proceed until you have this information.

STEP 2: WELCOME PACKET

On your new hire's first day of work for pay, provide a Welcome Packet , which has the following:

Welcome Packet Content	Leader Talking Points
Welcome to Goodwill	• The Welcome to Goodwill page has important information you need to reference today to access your new hire forms and training (e.g., Employee ID, Username, and Badge Number) • You will also find pay period dates for this year
Human Resources Phone Numbers	• The Human Resources page has phone and email contact information—you will want to hang on to this in case you have questions about your paycheck, benefits, or the like • Also, our confidential Ethics hotline is on this page, should you need to talk about something that you may not feel comfortable coming to me or your HR Business Partner with
YouEarnedIt Quick Reference	• The YouEarnedIt page explains a recognition program we have here at Goodwill • It is a way to give someone a virtual shout-out & recognize great work/great behavior through an online social platform • The program allows you to earn and give away points that can be redeemed for a variety of rewards (e.g., gift cards, electronics, and even a day off)
Maricopa County Trip Reduction Program	• The Maricopa County Trip Reduction page gives information about how Goodwill supports efforts to reduce drive-alone travel to work • For more information, contact the HR Benefits team
Health Insurance Marketplace Coverage and Your Health Coverage (3 pages)	• The Health Insurance Marketplace pages give you information about the Health Insurance Marketplace; how it works and what it does • It also gives you information about the health coverage offered by Goodwill • Goodwill is required by law to provide this information to you upon hire • If you have questions about your benefits, contact the HR Benefits team
Welcome to the Company Conversation	• We will complete the Welcome to the Company pages together • This is a great way for us to continue to get to know each other, set expectations and confirm that we are both on the same page

For team members under 18, print the Consent for Medical Treatment Form for Minors.

STEP 3: RESET PASSWORD

A new hire must create a password in order to initiate and complete new hire paperwork, watch required online courses, and complete their online GSO journey.

To create a new password, access the Employee Portal, go to https://my.goodwillaz.org/ and click the **Online Logon Portal** icon.

If the team member forgets their password after initially resetting, have them go the Employee Portal, click the **Password Reset** icon, and follow the instructions on screen. The system walks them through the steps to reset the password successfully.

STEP 4: NEW HIRE FORMS

The team member must complete the following forms in the HR Support System (HRSS) before beginning their Online GSO journey:

- **Payroll Delivery Form** – Select method of pay (direct deposit or pay card)
  - For direct deposit, the leader must validate account and routing numbers. For information how to complete this section, reference the **HRSS New Hire Forms – Quick Reference** document on the Learning Portal located in the **Orientation** resource library.
- **Flagstaff Minimum Wage** – For team members working 25 hours or more in a calendar year within the city limits of Flagstaff
- **W-4 – Tax Deduction Form** – Select Federal tax withholding
- **A-4 Tax Deduction Form** – Select Arizona tax withholding.
- **Electronic Delivery Consent Form** – Elect or decline online communications from Goodwill.
- **Vol Self-ID (Disability & Veteran Status)** – Self-identify a disability and veteran status.
- **401(k) Acknowledgement** – Accept or decline participation in 401(k) plan

Team members can change a form any time by submitting a new form in HRSS. For instructions on how to complete new hire forms, refer to this Quick Reference Guide.

Note: A leader needs to be available to answer questions while they complete the New Hire Forms. **Do not provide tax election advice to your team member!**

STEP 5: ONLINE TRAINING COURSES

New team members are required to complete two prerequisite courses in the LMS before beginning their Online GSO journey.

- Employee Handbook with Acknowledgment
- Bloodborne Pathogens Presentation with Acknowledgment

In order to receive credit, the team member must complete the entire training module and submit the acknowledgment at the end of each course.

Note: If the team member elects to receive the Hepatitis B vaccine, complete, sign, and give the **Authorization for Services** form to the team member. To access this form, click the **Policy and Procedures** link on the Gazette and search using keywords **Authorization for Services**.

STEP 6: FORMS & TRAINING COMPLETION CHECKLIST

Have the team member let you know when they have completed their new hire forms and required training (Employee Handbook Overview and Bloodborne Pathogens).

To verify completion status, click the **Forms & Training Completion Checklist** link on the top of the HRSS page. You and your team member must review to ensure these and all items on the checklist are completed on his/her first day of employment.

To search, either type a name in the Employee field or use the magnifying glass icon and scroll to the desired name.

The items that have been finished have the **Date Completed** field populated. Any missing forms or acknowledgments have a **Missing** error below the **Date Completed** field highlighted in red.

Note: Anytime an item is updated, the new completion date displays.

When all items show as complete, proceed with the Online GSO journey.

STEP 7: ONLINE GSO JOURNEY

Before beginning their Online GSO journey, here are a few facts to share:

- The course takes approximately 1.5 to 2 hours and will help the team member learn more about our mission, how our company is organized, and what to expect in their ongoing learning.
- **Note:** Be sure you or another leader is available to assist, if needed.
- After completing the course, your team member can log into YouEarnedIT, navigate to the **Behavior Bonus** tab, and redeem 100 points.

After GSO: Required Follow Up

Within three days:

1. In order to build trust with your team member, consider using the conversation starters in the **Building Trust** section below.
2. Use the **Welcome to the Company Conversation** handout to cover important company information with the team member. Leaders can delegate this task to another leader. This handout is located in the Welcome Packet.

BUILDING TRUST

Below are some conversation starters to use to help build trust with your team member:

- My communication style is…
- My personal hot buttons are…
- When I am under pressure I…
- I value….
- My hobbies are…
- I prefer to be recognized (examples could be publicly, in private, or tangible such as candy, movie tickets, gift card, etc.)

WELCOME TO THE COMPANY CONVERSATION HANDOUT

This handout can help a leader cover important company and safety information with the new team member. This handout is located in the Welcome Packet.

FREQUENTLY ASKED QUESTIONS (FAQ)

What form do I need to fill out for a new team member in order to have their account generated?

You must fill out and submit the New Hire Form correctly in order for a new account to be generated.

When should I schedule my new hire for their first day?

Best practice is no sooner than 24 hours after submitting the New Hire Form.

What happens to my new hire's account if they do not show within a specified timeframe?

In order to move the new hire forward without interruption of account information, make sure the team member starts within 3 days of the hire date.

A new hire's account is auto termed in Kronos after 3 days if no hours are logged and/or if they did not show up for their first day. If this occurs, do not complete a termination form. Refer to Appendix A for information on how to change a new hire's start date.

How does a team member receive his/her pay card if they elect to receive via the Payroll Delivery Form?

Pay cards are available at retail stores and other designated Goodwill locations. Managers must keep pay cards in a safe or secure location. If the team member elects this option, give them a pay card and assist them with completing the necessary fields on the Payroll Delivery Form, if needed. Reference the New Hire Forms Reference Guide for instructions on how to complete this section.

My new hire is under the age of 18. Do I need to do give them any forms?

Yes, all minors (age 16-17) must complete the Consent for Medical Treatment for Minors Form and include a signature from their Parent/Guardian. Once they have it signed, instruct them to return it to you so you can scan and email to HR Support.

My rehire received an integration error. What do I need to do?

Call HR Support at 602-535-4100, option 1 to review the error and determine next steps.

FREQUENTLY ASKED QUESTIONS (FAQ), CONTINUED

What does a rehired team member need to do their first day?

All rehires must go through the entire online GSO experience – no exceptions as this will be a good experience and refresher for them. This includes all required pre-requisite training courses in the LMS.

Will I be able to get support if I want to have my new hire start on a Saturday, Sunday, or holiday?

IT does have a service desk technician on call; however, you may not immediately receive a response from IT should there be technology issues. Additionally, HR Support and the Learning and Development department are not available on Saturday, Sunday, or on corporate holidays.

Note: Please verify your team member's username before calling about log in issues.

If you have additional questions, email LearningandDevelopment@goodwillaz.org.

APPENDIX A: CHANGES TO A NEW HIRE'S START DATE

If the start date you originally entered for your new hire has changed *you must take action*. Team members are auto termed in the system if they do not start within 3 days of the original start date. In order to move the new hire forward without interruption, make sure the team member starts before this timeframe elapses.

Scenario: If your new hire's start date changed within three days, send an email to HR Support and Payroll to ensure proper integration into all systems and avoid payroll issues. Use the template below.

Subject Line:

Start Date Change – New Hires First Name and Last Name – Store # (i.e. Start Date Change – John Smith - #105)

Email Body:

Good morning/afternoon,

New Hire's First Name Start Date has been changed from May 15 to May 17. Please ensure their Start Date has been revised accordingly to avoid any integration or payroll issue.

Thank you!

Examples of situations where start dates may have to be changed:

- New hire had transportation issues and had to start later.
- New hire had personal/family issues and had to start later.
- New hire did not bring proper identification. Their first day had to be rescheduled (and it was more than 3 days later).

NOTE: If your new hire has been auto-termed, you do NOT need to complete a Termination Form.

Issues/Questions? Call HR Support at (602) 535-4100, option 1.