

HR Hotline FAQS

For on-demand expertise

HR Hotline is a service staffed by certified HR professionals, available by phone or email, to answer your pressing HR-related questions. In addition, our HR Consultants will refer you to relevant content to help you execute on their expertise.

Q: What are the credentials of the HR Consultants at HR Hotline?

A: Our HR Consultants are accomplished human resources professionals with specialized education in business and human resources and experience in a wide variety of HR positions. On average, our HR Consultants have over 20 years of experience in HR.

Their education includes degrees and advanced degrees in Business Administration, Professional Communication, and Human Resource Development and Management. Their professional certifications include PHR, SPHR, SHRM-CP, SHRM-SCP and Certified Employee Benefits Specialist (CEBS).

Q: What types of questions can HR Hotline answer?

A: HR Hotline can address HR-related questions in the following areas: benefits, leaves of absence, federal compliance, state employment law, wage & hour, discipline & terminations, recruiting & hiring, employee relations, basic investigations and performance management. Certain items are excluded from the scope of services provided by HR Hotline, including legal or tax advice. A full list of current exclusions is available upon request.

Q: Does HR Hotline provide legal advice?

A: No. The HR Consultants are not attorneys and as such are not able to provide legal advice. We can

provide information about compliance requirements and best practices, but employers must consult with their own attorneys when they need legal advice. HR Hotline can provide assistance in determining when a particular situation may need to be reviewed with an attorney.

Q: What are the hours of operation for HR Hotline?

A: HR Consultants are at your service for telephonic inquiries from Monday to Thursday, between 9:00 a.m. and 4:00 p.m. Central Time, and on Fridays from 9:00 a.m. to 3:00 p.m. Central Time. For added convenience, you may submit your queries via email or through our digital platforms, Client Cloud Portal or MyWave Elements, at any hour.

Q: If I submit an HR Hotline question online or by email, or if the team has to do research and get back to me, what's the turnaround time?

A: The standard response time for HR Hotline is the end of the next business day after the question is received. However, the timing can be affected by different factors, such as high case volume for the HR Hotline overall, or the complexity and number of the question(s) submitted.

Q: If I call HR Hotline, do I get a follow-up response in writing?

A: Generally, HR Hotline sends an email response. However, often it is clear from the context of the call that a follow-up email is not necessary.