

FirstSource

STAFFING

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Welcome to the October issue of *The Source*.

Please don't hesitate to send us your questions and comments at temps@fssny.com. Or take a look at our web site for further information: www.firstsourcestaffing.com.

The Source

Minimum wage is on the rise in New York State

Get ready, New York State employers, the minimum wage is going up. Late in 2004, the New York State Legislature passed a law to gradually increase the minimum wage from the federal level of \$5.15 per hour to \$7.15. The first increase took place on January 1, 2005 with the State minimum wage going up to \$6.00 and the next increase, to \$6.75, will take place on January 1, 2006. The final increase to the \$7.15 level will take place at the start of 2007.

Many employers, especially those who hire a lot of entry level employees, view these changes with great trepidation, wondering whether it will force a change in the entire lower part of their salary structure. FirstSource Staffing encourages employers to think about these changes as an opportunity rather than as a problem.

Employers who currently pay their employees in the \$6.00 - \$9.00 range often struggle with attendance, performance and retention issues. There are enormous hidden costs associated with these problems. You will never see a line in your budget with the heading, "attendance, performance and retention." However, you will lose customers because employees who are absent can't provide good service. Your management staff will spend an enormous amount of time hiring and training new employees, and disciplining employees with attendance and performance problems. You will miss significant opportunities because upper level staff are busy filling in for absent staff or covering vacant positions.

Top Temps



Jennifer M.: **Executive Assistant**
(\$24.75/hr)
More than 10 years of general admin experience. Strong skills in Word, Excel and Access.

Bryan V.: **Bookkeeper/Accounting Clerk**
(\$24.75/hr)
More than 5 years accounting experience with Quickbooks and Fund EZ.

Kenny W.: **Admin/Clerical Assistant/Driver**
(\$16.75/hr)
Has a diverse background including administrative assistant, mailroom, shipping and receiving, reception and clerical, and driving experience.

Carlina H. **Receptionist/Customer Service**
(\$16.75/hr)
Spanish/English bilingual candidate with great customer service and reception skills.

TIPS FOR THE INTERVIEWER

Do not talk too much in an interview. If you spend most of the interview talking, you are missing out on the opportunity to learn about your potential employee. Even when describing your company, give a brief description, and then leave open the opportunity for the interviewee to ask questions.



Here at FirstSource staffing, we get to see concrete evidence that these problems are often the result of low pay. We frequently see great people turning down positions because \$7, or \$8, or \$9 per hour is just too low. We even see the employees who perform poorly on low paying jobs performing well on higher paying jobs. They care more about the position; it is a higher priority for them and they don't have any resentment or feeling that they are being exploited.

So, don't wait for the mandated increases and then grudgingly nudge your employees up to the new minimum; you will pay all of the costs and experience none of the benefits. Give your employees a substantial pay increase at a time of your choosing, and announce that this increase comes with higher standards for performance and attendance. Some of your employees will rise to the challenge, and others will not be able to meet the new, higher standards. With your higher pay-scale, you will be able to attract employees who can.

And if you need help recruiting new employees or setting and maintaining standards for performance and retention, come to FirstSource Staffing. We offer HR consulting services in conjunction with staffing services, so that you not only hire great employees, you also get the most out of them.

New and Friendly Faces

Welcome Nancy!

You will sometimes hear a new voice on the other end of the line when you call FirstSource Staffing. Nancy Roscoe started on October 17th, as our new Account Executive. With over 20 years of business development and account management experience, as well as tremendous commitment to our mission, Nancy is a great addition to the FSS team. Providing excellent customer service is our priority, and with Nancy on board, we are getting even better.