

## HR Client Services

- Employment Compliance
- Strategic Planning
- Learning and Development
- Employee Engagement and Retention
- Total Rewards
- Managed Payroll
- Talent Acquisition
- Organizational Effectiveness and Development
- Workforce Management
- HR Administration
- Employee and Labor Relations



## Managed Payroll

- Labor Distribution
- Tax Filling Services
- On-boarding and Off-boarding
- Benefit Accrual Tracking & Reporting
- Import/Entering/Validating Payroll Hours
- Wage & Employment Verifications
- Reporting (Payroll, New Hire, HR)



## Talent Acquisitions

- Recruiting Strategies
- Candidate Sourcing
- Screening, Interviewing and Assessments
- Offer Letters and Background Checks
- On-boarding
- Executive Search



## HR Operations

- Manage, advise, and administer employee benefit plans through an HRIS
- Maintain Employee Handbook
- Oversee and facilitate employee on-boarding, talent acquisition, and off-boarding processes
- Act as the HR compliance advisor relating to local, state, and federal labor laws
- Advise on employee relations coaching
- Liaison for management and the Board of Directors.
- Facilitates transitions of electronic HRIS
- Partner with management to facilitate performance management practices



## HR Advisory

- Evaluate for HR administration and compliance
- Review procedures for industry best practice and efficient operations
- Supervise basic HR functions and guidance to management on HR administration
- Provide strategic HR methods in relation to business objectives
- Provide tools and recommendations to enhance organizational culture
- Strategic guidance relating to staff engagement, development, and performance management
- Support creation of compensation philosophy and total rewards package

## Our Team



**Sue Braley**  
CHRO – Client Services

**Sue Braley** is a senior HR executive with over 25 years of management experience in diverse business environments, including for-profit and nonprofit. Her areas of expertise include strategic planning, compensation and benefits management, talent management, government compliance, and people operations. Sue has a proven ability to drive operations, impact organizational growth, and maximize sustainability through achievements in human resource management, internal processes, and technology.



**Melissa Adams**  
AVP – Human Resources

**Melissa Adams** was a public school music teacher for the first eight years of her career, and then she transitioned to working in the human resources space. Her HR experiences span the political (Illinois Training Director for a presidential campaign), governmental (Assistant Director of Presidential Correspondence, and Director of the White House Internship Program), public/private (Program Coordinator at World Business Chicago), and for-profit (HR Director for a restaurant group and for an IT firm).



**Nancy Duhart**  
Chief Talent Officer



**Felicia Davis**  
HR Generalist



**Luz Vasquez**  
Senior HR and  
Accounting Specialist



**Sondra Sheely**  
HR Generalist



**Joy C. DeFrance**  
Director, HR Business  
Partner Services



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