**Frequently Asked Questions (FAQs) for New Hires**

Presbyterian Medical Services recognizes that starting a new job can be stressful. To smooth the process, we have created these Frequently Asked Questions for your review. Our hope is to make you feel as prepared as possible.

**First Week Onboarding**

***What will my first day look like?***

You will meet with your supervisor who will provide you with detailed information about your first day and your first week. Along with your supervisor, you will attend a morning Welcome Call to learn about your onboarding journey.

***What documents do I need to bring on my first day?***

Please bring the necessary identification documents for employment eligibility to complete your Form I-9. You have been assigned a preboarding task called “Form I-9 Required Documents for Your 1st Day” with detailed information about acceptable documents.

***How does the onboarding process work, and what can I expect during my first week?***

The onboarding process will consist of preboarding tasks to be completed prior to your first day, a first-day Welcome Call, a new hire orientation session held via Zoom on your first Wednesday, training modules, introductions to team members, and familiarization with company policies.

***How can I address any concerns or seek support during my onboarding?***

Your assigned supervisor and the HR department are here to support you. Don't hesitate to reach out with any concerns or questions. We value open communication and want to ensure your smooth transition into our organization.

***What equipment will be provided, and how do I get it?***

Information regarding your equipment will be communicated on your first day. Remote employees should contact their supervisor about when to expect delivery of their equipment.

**Compensation & Benefits**

***When will I get my first paycheck?***

We are paid on a bi-weekly basis. Pay day is every other Friday. Depending on whether you start at the beginning or middle of a pay period, your first paycheck will be mailed to you within 2 – 3 weeks.

***How do I set up direct deposit for my salary?***

You have been assigned a preboarding task called “Direct Deposit Information” on how to set up direct deposit.

***When will I be eligible for benefits?***

Employees who work 20 hours a week or more are eligible for benefits. You have 31 days from the date you begin employment to enroll in your benefit plans. Your selected benefits will be effective the 1st of the month following 60 consecutive days of employment.

For example, if your first day of employment is January 15th, your benefits will be effective on April 1st.

Please feel free to review the [PMS benefits information](https://jobs.pmsnm.org/benefits/).

***When will I get my sign-on bonus?***

If your position qualified for a sign-on bonus, you will be emailed an agreement to sign during your first week of employment. Once all signatures are complete, you will receive your sign-on bonus payment within six weeks of your start date.

***How do I get reimbursed for the fingerprinting fees I paid for my CYFD or CCHSA criminal background check?***

Once you start employment, submit an Expense Report with your receipt in Oracle. Your supervisor can assist you with that process.

**Other Common Questions**

***Is there a dress code at the company?***

Our dress code varies based on the requirements of your job. The dress code for office-based jobs is business casual. Please check with your supervisor for guidance. It's always a good idea to dress slightly more formal on your first day until you get a feel for the workplace culture.

***What is the company culture like?***

Our company values are Customer Service, Leadership, Integrity, Respect, Excellence, Team Concept, Employee Well-being, and Financial Stewardship/Responsibility. We encourage active engagement and appreciate your contributions to our positive workplace culture.

***How does the performance review process work?***

A probationary performance discussion happens after 90 days. Subsequent performance reviews occur annually. You will have regular check-ins with your manager to discuss your goals, performance, and any areas of development. Feedback is essential for your growth, so feel free to ask for it proactively.

***What resources are available for professional development and training?***

We offer various opportunities for professional development, including training programs, workshops, and access to online resources. Your supervisor and Learning & Development staff can guide you on suitable options based on your role and career aspirations.

***I was referred by a PMS employee. How do I make sure they receive their Employee Referral Bonus?***

During Wednesday’s new hire orientation held via Zoom, you will be asked if you were referred by a PMS employee. If so, you will receive a form to complete with this information.

*Remember, this FAQ serves as a general guide. You'll receive more detailed information during your onboarding. If you have any immediate questions about your position, please feel free to contact your supervisor. For questions related to:*

1. *Onboarding, contact* [*hiring@pmsnm.org*](mailto:hiring@pmsnm.org)
2. *Direct deposit, contact* [*payrolladmin@pmsnm.org*](mailto:payrolladmin@pmsnm.org)
3. *Benefits, contact* [*benefits@pmsmn.org*](mailto:benefits@pmsmn.org)
4. *Employee Referral Program, contact* [*recruit@pmsmn.org*](mailto:recruit@pmsmn.org)

*Welcome aboard - we look forward to your contributions to our team!*