

Employers' Journey Using Hire Emmie

Fee Structure

- Hiring Fee Per Hire:**
 - **Basic roles (e.g., data entry, admin assistant):** ₦35,000.
 - **Specialized roles (e.g., marketing specialists, sales managers):** ₦50,000.
 - Monthly Service Charge:**
 - Charge **10% of the talent's monthly pay** as an ongoing service fee to oversee the engagement and ensure accountability.
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Example Scenario

- **Employer hires a virtual assistant for ₦50,000/month:**
 - Hiring fee: ₦35,000.
 - Monthly service charge: ₦5,000 (10% of ₦50,000).
 - **Employer hires a marketing strategist for ₦250,000/month:**
 - Hiring fee: ₦50,000.
 - Monthly service charge: ₦25,000 (10% of ₦250,000).
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The non-refundable hiring deposit

1. Range

- **Flat Rate:** ₦20,000 to ₦30,000 per hire.
 - For **basic roles** (e.g., admin assistants, entry-level sales): ₦20,000.
 - For **specialized roles** (e.g., marketing strategists, sales managers): ₦30,000.

2. Deduction from Final Hiring Fee

- The deposit would be **deductible from the full hiring fee** upon completion of the process, ensuring transparency and fairness.
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The Process

1. Identifying Employer Needs

1.1. Employers identify their specific talent needs, including:

- Role requirements (e.g., admin, sales, marketing).
- Desired qualifications, experience level, and expected outcomes.
- Project duration (short-term, project-based, or retainer).

1.2. Employers visit the Hire Emmie website to initiate the process.



2. Submission of Employer Request Form

2.1. Employers fill out the **Employer Request Form** on our website, providing:

- Detailed role description.
- Scope of work and expected deliverables.
- Budget range for the talent.
- Preferred timeline for onboarding the talent.

2.2. The Hire Emmie team reviews the form to ensure the requirements align with the services we provide.

3. Initial Review and Invoice Submission

3.1. If the employer's needs can be met, Hire Emmie sends an invoice for a **non-refundable deposit**.

- The deposit is deducted from the total hiring fee upon completion of the hiring process.
- If the employer decides not to proceed, the deposit remains non-refundable.

3.2. The employer is notified via email with payment instructions.

4. Payment Confirmation and Clarity Call

4.1. Once payment is confirmed, the employer is scheduled for a **clarity call** with the Hire Emmie team.

- The clarity call aims to define the role, expectations, deliverables, and milestones clearly.
 - Any additional requirements or changes to the role are documented during this call.
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5. Talent Search and Screening

5.1. The Hire Emmie team searches the **Talent Bank** for suitable candidates matching the employer's requirements.

5.2. Potential candidates are contacted and taken through an interview process, including:

- Verifying qualifications and skills.
- Ensuring alignment with the role's scope and expectations.

5.3. A shortlist of **pre-vetted talents** is created.

6. Talent-Employer Matching

6.1. The selected talent is scheduled for an introductory meeting with the employer.

6.2. If the employer is satisfied with the talent:

- A **work contract** is drafted, outlining the agreed terms, deliverables, and milestones.
- Both the employer and talent sign the contract.

7. Payment and Escrow Setup

7.1. The employer pays the following:

- **Remaining hiring fee** (if applicable).
- **First month's talent payment** and **service charge**.

7.2. Hire Emmie holds the payment in **escrow** to ensure accountability for both parties.

8. Talent Onboarding and Oversight

8.1. The talent begins work as per the agreed terms.

8.2. Hire Emmie monitors the talent's progress by:

- Conducting weekly reviews of deliverables and milestones.
- Providing feedback to both the talent and employer.

8.3. Employers receive regular progress updates to ensure alignment with expectations.

9. Payment Release and Continuation

9.1. At the end of the month, the employer provides feedback on the talent's performance.

9.2. If the employer is satisfied:

- Hire Emmie releases the payment to the talent.
- For retainer contracts, the process continues monthly, with the employer paying the **service charge** only (hiring fee is paid once).

9.3. If the employer is dissatisfied:

- Hire Emmie mediates and works to resolve the issue.
 - If mediation fails and a replacement talent is required, Hire Emmie provides a replacement at **no extra charge**.
 - If the employer is found at fault for the dissatisfaction and is unreasonable, Hire Emmie is not liable for fixing the issue.
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10. Employer-Talent Independent Work Policy

10.1. Employers are prohibited from working independently with the talent outside of Hire Emmie's oversight.

10.2. **Consequences for Violating This Policy:**

- Immediate termination of the employer's access to Hire Emmie's services.
- Legal action for breach of contract if applicable.
- Financial penalties amounting to **150% of the hiring fee**.

11. Outright Talent Hiring Option

11.1. If the employer wishes to hire the talent outrightly and discontinue Hire Emmie's oversight services:

- The employer pays an additional **outright hiring fee**.
 - A new contract is drafted, transferring full responsibility for managing the talent to the employer.
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12. Communication and Support

12.1. Employers can contact Hire Emmie's support team at any time for:

- Clarifications on the process.
- Resolving disputes.
- Updates on progress or adjustments to the agreement.

12.2. Communication is maintained via email, phone, or scheduled calls to ensure seamless collaboration.

13. Record Keeping and Documentation

13.1. All agreements, contracts, and payment records are securely stored in Hire Emmie's database.

13.2. Employers and talents have access to their agreements upon request.

14. Ethical Practices

14.1. Hire Emmie is committed to maintaining fairness and professionalism in all interactions.

14.2. Employers are encouraged to provide constructive feedback and foster a positive working relationship with talents.

15. Refund and Cancellation Policy

15.1 **If no talent is found:** The hiring fee is **refundable in full** if Hire Emmie cannot find a suitable talent for the employer's requirements.

15.2 **If the employer cancels before a talent is identified:** The deposit is **non-refundable**.

15.3 **Partial refunds:** If Hire Emmie cannot find a "perfect fit" and the employer decides to pull out, a **partial refund** may be provided after deducting operational costs incurred during the hiring process.

15.4 **If the employer cancels after paying the full hiring fee but before the talent starts work:** The employer will be refunded the **talent fee** and **service charge**, but the **hiring fee is non-refundable**.



16. Performance Escalation and Service Quality Guarantee

16.1 Hire Emmie guarantees that all talents are rigorously vetted to meet high-quality standards. Weekly performance reviews and milestone tracking ensure accountability.

16.2 If the employer has concerns about the talent's performance:

- The employer must notify Hire Emmie immediately.
- Hire Emmie will mediate to address the concern and provide feedback to the talent.
- If unresolved, Hire Emmie will provide a **replacement talent at no extra cost.**

16.3 If the employer is found to be unreasonable or unwilling to provide clear expectations, Hire Emmie will not be liable for resolving the dispute or replacing the talent.

17. Talent Replacement Policy

17.1 If a talent fails to meet expectations, Hire Emmie will provide a **replacement at no additional cost** within **5–10 business days** of receiving the complaint.

17.2 Employers must notify Hire Emmie of dissatisfaction **within 14 days of the talent starting work** to qualify for replacement.

18. Confidentiality and Data Privacy

18.1 Hire Emmie and all associated talents are committed to safeguarding sensitive employer information.

18.2 A **Non-Disclosure Agreement (NDA)** will be included in the contract to ensure confidentiality.

18.3 All data provided by employers will be stored securely and used solely for the purpose of matching talents.

19. Communication Channels and Turnaround Time

19.1 Employers can contact Hire Emmie via:

- **Email:** hi@hireemmie.com
- **Phone:** (+234) 806-606-8483
- **Messaging Platform:** WhatsApp - +2348066068483

19.2 Standard response time for inquiries or issues: **24-48 hours.** Urgent matters will be prioritized.

19.3 Employers are encouraged to schedule calls for clarity or escalation through Hire Emmie's designated contact points.



20. Flexibility for Role Adjustments

20.1 Employers can request adjustments to the role after submitting the Employer Request Form.

20.2 Adjustments made **during the clarity call** will incur no extra charges if they align with the initial scope.

20.3 Significant changes to the role that require additional talent searches may result in **additional charges** to cover operational costs.

21. Dispute Resolution Timeline

21.1 In the event of disputes between employers and talents:

1. Hire Emmie will mediate within **3–5 business days** of receiving the complaint.
 2. If no resolution is reached, Hire Emmie will work to provide a replacement talent within **5–10 business days**.
 3. Employers and talents must both provide clear documentation of the issue to facilitate mediation.
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22. Multi-Hire Discount

22.1 Employers hiring **3 or more talents at the same time** are eligible for a **5–10% discount on the hiring fee** (exact rate to be determined based on the number and complexity of roles).

22.2 The service charge remains the same for each talent, ensuring quality oversight for every hire.

23. Onboarding Responsibility

23.1 While Hire Emmie drafts the work contract and ensures the talent is ready for the role, **the employer is fully responsible** for onboarding the talent into company-specific systems and processes.

23.2 This includes:

- Providing access to necessary tools, software, and platforms.
- Offering orientation about the company's culture, policies, and expectations.