

# USCG Contract Employee Personnel Manual

## For

### Skills, Inc.

QCP Number **2020-2025**

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## **1.0 MISSION STATEMENT**

**MISSION:** Skills Inc. is a community rehabilitation program and charitable organization operating not for profit, but for the purpose of carrying out a recognized program of rehabilitation for disabled workers. It is the mission of Skills to provide comprehensive evaluation services, employee development services, community employment services, job placement/coaching assistance and employment opportunities to individuals 16 years of age or older with physical, emotional, mental, and/or developmental disabilities; to improve services provided to individuals and increase their level of independence.

## **2.0 EMPLOYMENT POLICIES**

**2.1 POLICY STATEMENT:** It is the fundamental policy of Skills, Inc. to apply Affirmative Action to all employees and to provide equal employment opportunity (EEO) to all of its applicants for employment. This policy extends to all areas of employment including hiring measures, demotions, terminations, working conditions, training, awards, and benefits.

**2.2 RECRUITMENT AND EMPLOYMENT:** Recruitment and employment shall be without discrimination against and persons on grounds of race, color, religion, national origin, age, disability, sexual orientation, political affiliation or belief, or gender. All employees will be employed for their qualifications and special skills as needed for a particular position and to best meet the needs of persons served.

**2.3 HIRING AND APPOINTMENTS:** All hiring and appointments for Skills, Inc. shall be solely on the basis of qualifications, merit and fitness for the job, and ability to contribute to the mission of Skills, Inc. All positions requiring the performance of the same duties and responsibilities shall be assigned to the same salary grade.

**2.4 DRUG-FREE WORKPLACE:** It is the policy of Skills, Inc. to maintain a drug-free workplace. It is unlawful and prohibited by this CRP to manufacture, distribute, dispense, possess or use a controlled substance in this workplace. Dangers of drug/alcohol abuse include: impeding judgment, cause you to make a mistake in your work, and jeopardize your safety or someone else's. Drug counseling, rehabilitation, and assistance is available through the local behavioral health agency. You must notify the Executive Director of any criminal drug statute conviction for a violation occurring in the workplace no later than five days after such conviction. Skills will notify the USCG COR of a drug related conviction on the premises within 10 days. Penalties that may be imposed upon employees for drug/alcohol abuse violation occurring in the workplace are: (1) appropriate disciplinary action, up to and including termination; or (2) requiring such employee to participate satisfactorily in a drug abuse assistance or rehabilitation program approved for such purposes by a Federal, State, or local health, law enforcement, or other appropriate agency.

All employees are subject to random drug screening as directed.

**2.5 VERIFICATION OF CREDENTIALS:** All staff, volunteers and consultants employed in a professional capacity will be required to furnish the following:

1. Transcripts
2. Letter(s) of verification from appropriate agency letterhead, or

3. Provide address(es) and/or telephone number(s) of agency/agent that can provide information needed for verification.

**2.6 BACKGROUND CHECKS:** All staff, volunteers and consultants being considered for employment in a direct service capacity shall be subject to a thorough background investigation.

### **3.0 ADMINISTRATION**

**3.1 POLICY CHANGE:** The Executive Director shall be responsible to the Board of Directors for recommended changes in the Personnel Policy.

**3.2 EMPLOYMENT PROCEDURES:** The procedure of employment with Skills, Inc. shall be publicized through an acceptable medium such as NCWORKS, local newspaper or radios.

**3.3 QUALIFIED STANDARDS:** Employees shall meet the employment standards required by the Board of Directors of Skills, Inc. as outlined in the specific job descriptions and other reasonable minimum standards as to character, aptitude, and ability to meet the public.

### **4.0 EMPLOYMENT PROCEDURES**

**4.1 EDUCATION AND TRAINING:** Minimum requirements for education, training and experience are specified in each job description.

**4.2 EXECUTIVE DIRECTOR:** The Executive Director shall be appointed by the Board of Directors and serve at the pleasure of the Board.

**4.3 HIRING AND FIRING:** The Executive Director shall have the power to employ and terminate all employees. All professional appointments and terminations made by the Executive Director shall be approved by the Board of Directors.

**4.4 EMPLOYEES OF THE SAME FAMILY:** Married couples shall not be employed by the facility. Close relatives are discouraged from simultaneous employment.

**4.5 EMPLOYEES: (PART-TIME):** A part-time employee is one who is scheduled to work less than the standard 40 hour work week.

**4.6 EMPLOYEES (FULL-TIME):** A full-time employee is one who works the standard 40-hour work week and one who has successfully completed the probationary period of 90 days for the position in which the employee is employed. Professional employees are executive administrators and other professionals whose work requires exercise of discretion and independent judgment at least 80 percent of the time.

**4.7 PERFORMANCE APPRAISALS:** Written performance appraisals are conducted on each employee for the following purpose: to serve as a basis for promotion or transfer, to provide an opportunity for joint development of goals, and to maintain and improve the employee's job performance. Each appraisal is filed in the Personnel File of that employee. The appraisals are done initially and annually. The Executive Director is responsible for the appraisal of the Project Manager. The Project Manager is responsible for appraisals on the supervisors and contract employees. The Project Manager and supervisors will also have appraisals at the end of their probationary period (three months after hire date).

**4.8 JOB DESCRIPTIONS:** A job description shall be written for all positions; these are to be reviewed annually for continued appropriateness. Each employee shall receive a copy of the current job description. Employees are responsible for complying with the most recent job description.

**4.9 TRANSFERS AND PROMOTIONS:** A transfer is the reassignment of an employee to a position having the same or lower salary grade classification. A promotion is the reassignment of an employee to a position having a higher salary grade classification. Qualified employees will be given first consideration for any vacant or new position by posting the job listing in-house for a minimum of three days.

## **5.0 OVERTIME**

**5.1 PROFESSIONAL:** Professional employees shall be exempt employees and not eligible for overtime pay. Exempt employees will receive compensatory time in lieu of overtime pay for overtime hours worked. Compensatory time must be approved by the Executive Director at a time that least interferes with the duties of the employee. Compensatory time is granted on an hour compensation for one hour worked and is not cumulative beyond 30 days of incurrence. Compensatory leave may not be transferred to any other type of leave, and is lost when an employee is separated from Skills, Inc.

**5.2 NON-PROFESSIONAL:** Employees not classified as professionals will be paid at the rate of time-and-a-half for the hours worked in excess of forty (40) hours per week. Overtime work must have prior approval of the Executive Director or Project Manager.

## **6.0 PERSONNEL POLICY**

**6.1 AUTHORITY:** The total operational procedure of the community rehabilitation program will be the responsibility of the Executive Director. If the Executive Director and *is* absent, the Finance Officer is in charge. The Project Manager is responsible for the daily operation of the contract site and its employees.

**6.2 MILITARY BASE REQUIREMENTS:** Employees are allowed on the military installation only during their scheduled work hours. Speed limits are strictly enforced and are to be observed at all times. Driving on the installation is a privilege and can be revoked. Base decals may be obtained at the main gate after identification cards are received. Decals must be returned upon termination of employment or at the specified renewal period. Picture I.D.'s must be worn at all times while on the installation. Use of the country store (base gas station) is authorized during scheduled work hours only and limited to inside purchases with the exception of alcoholic beverages. **Smoking** is allowed only in the designated smoking areas as defined by the USCG while on break.

**6.3 HOURS OF WORK:** The standard hours of work shall be in two 8 hour shifts: 8 a.m. to 4 p.m.; 4 p.m. to midnight. No one should arrive for their shift before 7:45 a.m. or 3:45 p.m. at the earliest. The work week begins on Saturday and ends on Friday. All employees will be required to utilize a time clock. There will be two 10 minute paid breaks and a 20 minute paid meal break per shift per person. USCG Personnel requests that you refrain from watching TV during your lunch and break times. **If unable to report to work as scheduled, notify the supervisor as soon as possible prior to the beginning of scheduled work hours.** The 8 a.m. shift employees are to call in by **7:30 a.m.** (leave a message on the answering machine). The 4 p.m. shift employees are to call in by **2 p.m.** Employees may be required to call in each day that they will be absent. A doctor's note may be required to return to work after serious illness or injury.

You are expected to work 100% of your scheduled hours unless leave is approved by the Project Manager

**6.4 PHONE CALLS:** Personal phone calls are to be made on break time. Emergency phone calls may be made to Skills, Inc.'s office during normal working hours and to the Project Manager or Supervisor after normal business hours. **No cell phones** are allowed to be carried by you. Please give the USCG phone number to whomever you want in case of emergency. Your supervisor will contact you. Anyone observed bringing a cell phone to work will be sent home for the day.

**6.5 CONFIDENTIALITY:** All information regarding clients and employees is highly confidential. Information (including names, addresses, etc.) must not be disclosed to anyone outside of Skills, Inc. without the permission of the client/employee. Care must be exercised at all times to see that case records, employee files and other information are not exposed to unauthorized persons. Staff/employee and client records are destroyed six (6) years after date of separation from the corporation.

You are covered under HIPAA (The Health Insurance Portability and Accountability Act of 1996). This means Skills has taken steps to protect your Personal Health Information. You will be given and sign for the Employee Privacy Notice.

**6.6 SKILLS POLICY ON ETHICAL CONDUCT:** It is the policy of Skills, Inc. to maintain the highest standards of conduct and ethical behavior to promote a working environment that values respect, fairness, responsible stewardship and integrity. All staff, employees, board members, any consultants or volunteers shall act with honesty, integrity and openness in all their dealings as representatives of the CRP. Waste, fraud, abuse and other wrongdoings is prohibited. All forms of abuse, exploitation and harassment/assault is prohibited. Welcomed or consensual touching is prohibited. It is the responsibility for all to comply with the Code of Ethics and to report violations or suspected violations in accordance with this policy. Failure to follow these standards will result in disciplinary action including possible termination of employment, dismissal from the Board, consultant or volunteer duties and possible civil or criminal prosecution if warranted.

#### DEFINITIONS:

1. **Physical Abuse:** Any committed or omitted act which may cause or causes physical harm or injury to a client (such as slapping, hitting, kicking, burning, pinching, shoving, pulling hair, jerking of arms or legs,) whether due to deliberate intent or gross error in judgment.
2. **Emotional/Mental Abuse:** Any committed or omitted act associated with acts of harassment, teasing (such as the use of profane or vulgar language or other inappropriate language) to an employee for the purpose of inflicting embarrassment, belittlement, ridicule, or otherwise emotionally damaging consequences.
3. **Exploitation:** Any committed or omitted act resulting in the improper or illegal use of a client and/or his/her resources for one's own or another's profit or advantage; any act of the buying, giving or selling of alcohol or other unauthorized drugs between client(s) and employee(s).
4. **Sexual Assault/Harassment:** physical or emotional; any sexual activity that one does not agree to including improper touching, improper advances, uninvited and unwelcome verbal or physical conduct, sexual innuendo, suggestive comments, coercion.

5. **Fraud:** A dishonest and deliberate course of action that results in the obtaining of money, property or an advantage to which the person committing the fraud would not normally be entitled. It is the intentional misleading or deceitful conduct that deprives another of his/her resources or rights. Fraud always involves intent and some violation of trust.
6. **Waste:** Waste occurs when someone makes careless or extravagant expenditures, incurs unnecessary expenses, or grossly mismanages resources. This activity results in unnecessary costs. It may or may not provide the person with personal gain. Waste is almost always a result of poor management decisions and practices or poor accounting controls.
7. **Abuse:** Abuse most often involves an employee exploiting “loopholes” in policies and procedures for personal benefit. Abuse is very close to fraud, but is often not prosecutable as such. Abuse includes, but is not limited to the misuse or destruction of resources, using the power of an official position inappropriately, or any other seriously improper practice that cannot be prosecuted as fraud.
8. **Wrongdoing:** Examples of wrongdoing include, but are not limited to, fraud, including financial fraud and accounting fraud, violation of laws and regulations, violations of Skill’s policies, unethical behavior or practices, endangerment to public health or safety and negligence of duty.

#### **Violations of this Code of Ethical Conduct:**

Employees, staff persons, Board of Directors, and the community are encouraged to report violations of this code of ethics to the Project Manager. The Project Manager will inform the Compliance Officer, the Executive Director. In the event that any person with a reporting obligation believes that there is a conflict of interest on the part of the person to whom the allegations of suspected improper conduct are to be reported, the next higher level of authority shall receive the report. Resolution shall be made with the utmost concern for the safety of the accused/accuser.

#### **Whistleblowers Policy:**

No director, officer or employee who in good faith reports a violation of the Code of Ethics shall suffer harassment, retaliation or adverse employment consequence. An employee who retaliates against someone who has reported a violation in good faith is subject to discipline up to and including termination of employment. This Whistleblower Policy is intended to encourage and enable employees and others to raise serious concerns within Skills prior to seeking resolution outside the agency.

#### **Confidentiality:**

Violations or suspected violations may be submitted on a confidential basis by the complainant or may be submitted anonymously by mail or e-mail. An anonymous report must include sufficient corroborating evidence to justify initiating an investigation. Reports will be kept confidential to the extent possible, consistent with the need to conduct an adequate investigation. Legal or business requirements may not allow for complete anonymity. The identity of other persons’ subject to or participating in any inquiry or investigation relating to a report shall be maintained in confidence subject to the same limitation.

#### **REPORTING PROCEDURES:**

In all cases of suspected or alleged abuse, neglect, exploitation of a client, acts of waste, fraud, abuse or any other wrongdoing, each employee, director, or any other person/entity is encouraged to report

such act to the Executive Director, Compliance Officer. You may speak to or report any violation to your Supervisor, Project Manager, or a member of the Ethics Committee if you are more comfortable doing so. The person first receiving the report should inform the Executive Director as soon as possible. It is recommended that persons who are not employees of Skills make reports directly to the Compliance Officer.

Reports of allegations of abuse are encouraged to be made in writing so that there is a clear understanding of the issues raised. Oral reports, however, may be made. The report should be factual rather than speculative and contain as much specific information as possible.

The Executive Director is responsible for investigating and resolving reported complaints and allegations concerning violations of the Code of Ethics, and, at his/her discretion, shall advise the President and/or the Board Personnel Committee. The Ethics Committee may be called upon to assist in the investigation and proceedings.

Anyone filing a complaint concerning a violation or suspected violation of the Codes must be acting in **good faith** and have reasonable grounds for believing the information disclosed indicates a violation of the Code of Ethics. A report does not have to be proven to be true to be made in good faith. Good faith is lacking when the disclosure is known to be malicious or false and will be viewed as a serious disciplinary offense. Allegations made with reckless disregard for their truth or falsity may be subject to disciplinary action by Skills and/or legal claim by individuals accused of such conduct.

After taking care of any emergency situation, the Executive Director will begin an investigation and ask for written statements from all employees/individuals having knowledge of or being involved in said situation.

In all cases of injury (emotional and physical) the injured's physician should be asked to check for possible medical or psychiatric needs and assessment of injuries and enter on an incident report.

Within 24 hours (or as soon as feasible), the Executive Director will collect data in the preliminary investigation (including witness reports, impressions, usual client behavior, usual employee behavior, etc.) and written statement of the parties involved.

Any employee accused or suspected of such behavior can be suspended in accordance with personnel policies pending investigation findings.

The Executive Director may solicit input from the Ethics Committee and/or President of the Board of Directors and/or Personnel Committee or a committee authorized by the BOD and the USCG COTR. A final decision regarding the employment status of an employee accused of any moral or ethical violation will be made within one week of the initial allegation.

The allegation of suspected improper conduct must be reported as soon as possible and no later than one (1) year after the event (s) giving rise to the allegation.

In the case of employee abuse by another employee or staff, the abused employee has the right to press criminal charges or bring civil action against the employee/staff.

NOTE: Any employee having any questions relative to the intent and/or application of this policy is urged to seek further consultation and assistance from his/her supervisor, a member of the Ethics Committee, or the Executive Director.

**Recourse of the Accused:**

The accused has a right to legal representation at his/her own expense. If disciplinary action is imposed and the accused has a complaint concerning the outcome of the investigation and decisions made thereof, the accused may within 30 days:

- a. Submit a written request for a meeting with the Executive Director and President of the Board of Directors
- b. If the accused prefers further action, the president will arrange a meeting with the Board of Directors, Personnel Committee, or Executive Committee, or a committee authorized by the Board. All steps must be requested in writing. A decision on the disposition of complaint will be made within thirty (30) days of the initial written request. All decisions arrived at by the Board of Directors or appropriate authorized committee will be final.

**Accountability:**

A copy of this policy will be given to new employees and Board members during orientation. Each immediate supervisor or Executive Director will personally brief the entire contents of this policy and procedures. The employee or Board member will sign a Statement of Acceptance that they have read, understood, and are committed to abide by its contents at orientation and annually. The signed statement of compliance will be placed in their person-nel file and kept with BOD documents as appropriate. Revisions and additions will be reviewed and commitment renewed.

**6.7 FINANCIAL RESPONSIBILITY:** Financial responsibility lies with the Board of Directors and the Executive Director. Budgets are compiled by the Executive Director and Finance officer and approved by the Board of Directors. Each department is responsible for following closely the annual budget. Any property damage or major financial loss shall be reported to the Executive Director.

**6.8 REFERENCE INQUIRIES AND CREDIT CHECKS:** All inquiries made by outside parties regarding employment history of former or present employees shall be directed to the Executive Director or Finance Officer. Authorization from the employee to release information is required.

**6.9 WEATHER SCHEDULE:** When the USCG Base closes due to inclement weather, Skills' contracted employees will not report to work accordingly. Contracted work sites will follow their specific weather schedules. Contact your immediate supervisor for information and instructions as necessary.

**6.10 DRESS CODE:** Skills, Inc. employees shall wear distinctive uniform clothing for ready identification. The uniform shall have the Skills, Inc.'s name, in sufficient size to be read at a distance of approximately ten (10) feet, affixed thereon in a permanent manner. Skills, Inc. shall ensure employees' uniforms are clean and well maintained while performing work under this contract. Long pants or long shorts (1" to 4" above knee) may be worn. Clothing with offensive language or images, political messages, or which contain images or messages promoting drugs, alcohol, or illegal behavior are prohibited. No loose jewelry or sandals are allowed. Footwear must include closed toed, non-slip/non-skid soles.

**6.11 Identification Badges:** Skills, Inc. employees shall wear USCG issued contractor identification badges at all times and must present identification badges to USCG personnel upon request. Failure to present a badge upon request will result in being escorted from the building, facility or USCG Base Elizabeth City. Identification badges are necessary to enter buildings and failure to report to work with a proper identification badge will result in Skills, Inc. employees not being allowed to work. If identification badges are misplaced, lost, or stolen, Skills, Inc. employees are to immediately report this to a supervisor. Project Manager will report this to USCG personnel so that the missing badge can be deactivated and a new badge can be issued. All Identification Badges must be turned in at the end of employment prior to receiving final paycheck. Visiting Skills, Inc. employees shall comply with all Government escort rules and requirements.

## **7.0 COMPENSATION**

**7.1 SALARY COMPENSATION:** Employees will be paid bi-weekly (every two weeks) for a pay period. A pay period is inclusive of 10 working days; a work week beginning on Saturday and ending on Friday. The amount to be paid will be disbursed no later than the fifth working day following the end of the pay period (generally, on the Thursday following the pay period end after 2 p.m.). Paychecks can be picked up at the USCG office, the CRP office, or can be mailed to employee's residential address or PO Box. The pay rate is determined by the contracted amount for each position; not to be below minimum wage. Employees performing the same duties shall incur the same rate. Salary increases will be determined upon contract status and/or change in minimum wage requirements.

**7.2 PAYROLL DEDUCTIONS:** Federal and State income tax and Social Security/Medicare taxes shall be deducted each pay period, as well as other deductions required by law. Group health insurance payments may be deducted at the employee's option. No payroll deductions from employee's pay for contribution to charitable organizations or otherwise shall be made unless demanded by law.

**7.3 DUAL EMPLOYMENT:** Under a dual employment policy, the program may secure the services of an employee in another agency in a part-time consulting or contractual basis when the demand for an employee with special skills and activities is required for efficient operation of a program. Any employee hired through the dual employment mechanism will be fully responsible to Skills, Inc. and its regulations. They will be ethically and professionally responsible for their conduct at all times and subject to the same disciplinary measures as full status employees of Skills, Inc.

## **8.0 OUTSIDE EMPLOYMENT OR OTHER ACTIVITIES**

**8.1 OUTSIDE EMPLOYMENT:** The work of Skills, Inc. shall take precedence over other occupational interests of its employees. Conflicting outside employment shall be grounds for disciplinary action, including dismissal.

**8.2 ACCEPTANCE OF GIFTS AND FAVORS:** No employee shall accept any gift, whether in the form of services, loans, or promises, from any person who, to the employee's knowledge or belief, is interested directly or indirectly in any manner whatsoever in business dealings with Skills, Inc. No employee shall grant in the discharge of their duties any favor, service, or gift of value.

**8.3 POLITICAL ACTIVITY RESTRICTED:** Every employee has a civic responsibility to support good government by every available means and in every appropriate manner. Each employee may join or affiliate with civic organizations of a partisan or political nature, may attend political meeting and may

advocate and support the principles or the policies of civic or political organizations in accordance with the Constitution and laws of the United States of America.

No employee of Skills, Inc. shall:

1. engage in any partisan political activity while on duty.
2. be required as a duty of this office of employment or as a condition for employment, promotion, or tenure of office to promote any political affiliation.
3. solicit, or act as custodian of money for political or partisan purposes.
4. coerce or compel contributions for political or partisan purposes by another employee.
5. use any supplies or equipment of Skills, Inc. for political purposes. All employees of Skills, Inc. shall comply with the provisions of the Federal Hatch Act. A copy of this act is available in the Administration office.

**8.4 HEPATITIS B VACCINE:** Hepatitis B vaccine is available and recommended for persons providing personal/public service. It is recommended but not required that all employees obtain the Hepatitis vaccination series provided at no charge.

## **9.0 EMPLOYEE'S LEAVE BENEFITS**

**9.1 VACATION LEAVE:** An employee is eligible for vacation leave after one year of employment and is based on an employee's continuous service. The one-year anniversary date is determined from the employee's hire date, start date at the facility, or start date with a predecessor contractor in the performance of similar work at the same Federal facility (whichever comes first). To receive vacation, leave the employee must have had no break in service. A break in service depends on all the facts of the particular case.

The Wage Determination requires leave to be based on two weeks paid vacation after one year of service, three weeks after eight years, four weeks after 15 yrs., etc., for all listed Federal service employees. Vacation Leave hours/pay is based on the number of hours which the employee performed work covered under the Service Contract Act in the year preceding the employee's anniversary date of employment (not to exceed prescribed number of weeks per number of years). Vacation must be given or payment made for whichever of the following events occurs first: the employee's next anniversary date, or before non-renewal of the current contract, or before the employee terminates employment. Vacation pay is based on the current wage rate at the time of payment. There is no vesting or accrual of vacation pay.

All leave requests must be submitted on the appropriate form and be approved 3 days in advance by the Project Manager or Executive Director. A minimum of 1 hour may be taken. This request must be submitted to Skills' Administrative Office before the end of the current pay period. In case of conflicting leave requests of like personnel, the decision to grant vacation will rest with the Project Manager or Executive Director. You may use vacation leave for 'sick leave'.

You cannot choose to take 'leave without pay' if you have vacation leave time. If you miss work your vacation leave benefit will be charged for that time. If you do not have leave benefits yet, you will not be paid for the time you are out. You may be subject to disciplinary action if you do not report to work at your scheduled time if you have not turned in a leave form - whether you have leave time or not. If you are suspended without pay due to disciplinary action, you may not use your leave time.

**9.2 HOLIDAYS:** Holidays with pay shall be observed based on the USCG holiday schedule. Holidays observed include: New Year's Day, Martin Luther King, Jr.'s Birthday, President's Day, Memorial Day, Independence Day, Labor Day, Columbus Day, Veteran's Day, Thanksgiving Day, Christmas Day.

**9.3 HOLIDAY PAY:** An employee who performs ANY work during the workweek in which a named holiday occurs or is on paid vacation leave is entitled to the holiday benefit. This is true: regardless of whether the holiday falls on a Sunday, or if the holiday falls on another day during the workweek on which the employee is not normally scheduled to work, or if the holiday is on the employee's day off. An employee who performs no work during the workweek in which a named holiday occurs is generally not entitled to the holiday benefit. Holiday pay is based on the number of hours the employee worked the prior workweek; i.e., if you worked forty hours the previous week you will receive 8 hours of holiday pay; if you worked 20 hours the previous week you will receive 4 hours of holiday pay.

**9.4 SICK LEAVE:** Skills, Inc. will provide employees with 1 hour of paid sick leave for every 30 hours they work up to 56 hours of paid sick leave each year. Employees must be permitted to use paid sick leave for their own illness injury or other health-related needs including preventive care; to assist a family member (or person who is like family to the employee) who is ill injured or has other health-related needs including preventive care; or for reasons resulting from or to assist a family member (or person who is like family to the employee) who is the victim of domestic violence sexual assault or stalking.

**9.5 FAMILY MEDICAL AND LEAVE ACT:** The Family Medical and Leave Act of 1993 requires covered employers to provide up to twelve (12) weeks of unpaid, job-protected leave to "eligible" employees for certain family and medical reasons. Employees are eligible if they have worked for at least one (1) year, and for 1250 hours over the previous 12 months, and if there are at least 50 employees within 75 miles.

Eligible employees are entitled to:

- Twelve workweeks of leave in a 12-month period for:
  - the birth of a child and to care for the newborn child within one year of birth;
  - the placement with the employee of a child for adoption or foster care and to care for the newly placed child within one year of placement;
  - to care for the employee's spouse, child, or parent who has a serious health condition;
  - a serious health condition that makes the employee unable to perform the essential functions of his or her job;
  - any qualifying exigency arising out of the fact that the employee's spouse, son, daughter, or parent is a covered military member on "covered active duty;" or
- Twenty-six workweeks of leave during a single 12-month period to care for a covered servicemember with a serious injury or illness if the eligible employee is the servicemember's spouse, son, daughter, parent, or next of kin (military caregiver leave).

At the employer's or employee's option, certain kinds of paid leave may be substituted for unpaid leave. The employee must provide advance leave notice in writing and medical certification. Employees on leave of absence without pay do not accrue annual or sick leave time. See Appendix B for more information.

**9.6 CIVIL AND MILITARY LEAVE:** Upon application in writing, the employees may be granted leave of absence as indicated below:

1. 1.When, in obedience to a subpoena, or direction from proper authority they appear as a witness for the Federal Government, the State of North Carolina, or a political subdivision thereof, or as a juror, they shall be entitled to a leave of absence for such duty and for such period of required absence. Leave of absence will be applied only to the required time of appearance for local court and travel time allowance. Paid annual/vacation leave may be substituted for a leave of absence at the employee's option but not required.
2. Attendance at court in the connection with an employee's official duties, and time required going and returning, shall not be considered absence from duty, but a responsibility of their position.
3. When subpoenaed in private litigation or by some party other than the Federal Government, the State of North Carolina, or a political subdivision thereof, to testify not in their official capacity but as an individual, the time the employee is absent by reason thereof shall be taken as vacation leave or leave without pay.
4. An employee called for military assignment shall be provided the protection and rights as outlined in the Uniformed Services Employment and Reemployment Rights Act (USERRA). Unless precluded by military necessity, advance notice must be provided either orally or in writing. Reinstatement as outlined in the USERRA and NCGA General Statutes –127A-202 Rights, will be applied.
5. Employees will be excused from work with a military leave of absence to attend inactive duty training (drill) or annual training. All National Guard and Reserve members are encouraged to provide a copy of orders, the annual drill schedule, or other type of documentation to employers as soon as available and, if possible, before the commencement of military duty. Failure to provide notice may result in a denial of the protection of USERRA. Paid vacation/annual leave may be substituted for the leave without pay at the employee's option but not required. After completion of a weekend drill, the employee is expected to return to work either the beginning of the next regularly scheduled work day or during that portion of the regularly scheduled shift that would fall eight hours after the end of drill and a reasonable amount of time to commute home. The time limit for an employee to return to work after Annual Training or other extended military leave of absence depends on the duration of the orders. I.e., Service of 1 to 30 days: the beginning of the first regularly scheduled work day or 8 hours after the end of the military duty, plus reasonable commuting time. Service of 31 to 180 days: application for reinstatement must be submitted not later than 14 days after completion of military duty. Service of 181 or more days: application for reinstatement must be submitted not later than 90 days after completion of military duty.

**9.7 SUBPOENAS, SEARCH WARRANTS, INVESTIGATIONS, OTHER LEGAL ACTION:**

Skills, Inc. recognizes that occasionally employees may be served with a summons, subpoenas, search warrants or contacted as part of an investigation for duties performed while employed. When served with a subpoena, subpoena duces tecum or summons for any Skills related matter, you must report

immediately to the Executive Director. If the summons or subpoena involves a lawsuit against Skills, the Executive Director will contact Skills' legal counsel. Under no circumstance should Skills' documents be released without prior notification and approval from Skills' management and/or Skill's legal counsel. If the summons or subpoena involves an individual who is currently attending Skills, an attempt will be made to notify them of the request and to obtain a release of information agreement. However, Skills is not required to have a release if subpoenaed and Skills staff will be directed to follow the advice of Skills' legal advisor.

From time to time employees may be contacted by attorneys, investigators and/or insurance companies to request information about Skills, a participant in training or another employee. If an employee is contacted by anyone, including private attorneys, state attorneys, federal attorneys, investigators or insurance companies, he/she must not disclose any information but instead must immediately notify the Executive Director.

All requests for information regarding Skills employees must be handled by the Executive Director who will consult with Skills' counsel if needed. Request for information regarding clients (past or present) that does not come from a legal representative must have a signed release of information agreement before any data will be released.

**9.8 Absence without approved leave** An employee may not request or take leave if the employee does not have leave available to them. Project Managers and Supervisors may not approve leave that the employee has not yet earned. All cases of absence without leave will be subject to disciplinary action and documented in the employee file with an incident report (see section 11). In the case of extraordinary circumstances (i.e. death of an immediate family member or sudden injury or extended illness), any absence without leave must be well documented and approved by the Executive Director.

**9.8.1 First Year of Employment Exemption** Employees within their first year of employment who have not yet earned annual leave and who have completed their probationary period will be allowed up to five (5) days unpaid, pre-approved leave without disciplinary action.

## **10.0 INSURANCE**

**10.1 HEALTH INSURANCE:** Employees will be covered under Skills' medical plan effective on the date of hire. The plan includes medical and prescription drug coverage as well as life insurance. This coverage is at no cost to the employee but are health and welfare benefits as required by the Service Contract Act. Spouse/dependent medical coverage is available if desired. Cost for the additional coverage will be deducted from the employee's salary, monthly. Aflac, Dental and vision insurance is available for employee, spouse, and dependents if desired and can be included as a payroll deduction. Additional coverage may be selected at the time of enrollment or you may drop/add coverage during the month of October.

**10.2 WORKER'S COMPENSATION:** Employees are fully covered by Worker's Compensation and are required to report all injuries arising out of and in the course of employment to their Supervisor or the Project Manager at the time of the injury in order that appropriate action may be taken at once. Responsibility for claiming compensation under Worker's Compensation Act is the burden of the injured

employee and such claim must be filed by them with their supervisor within 40 hours of time of an accident or injury.

## **11.0 SEPARATION, DISCIPLINARY ACTION, DISMISSAL, AND REINSTATEMENT**

**11.1 RESIGNATION:** An employee may resign by submitting a written resignation and the effective date to the Executive Director or Project Manager as far in advance as possible, but a minimum notice of one pay period is desired. Failure to comply with this time requirement may be cause for denying future employment with the CRP.

**11.2 DISABILITY:** An employee may be separated for disability when they cannot perform the required duties because of a physical or mental impairment. Action may be initiated by the employee, the Personnel Committee, or the Executive Director, but in all cases it must be substantiated by medical evidence as to the employee's inability to perform the job.

**11.3 DISCIPLINARY ACTION, SUSPENSION, DEMOTION, AND DISMISSAL:** An employee, regardless of occupation, position, profession, or work performed, may be warned, reprimanded, suspended, demoted, dismissed, or given a leave of absence without pay by the Executive Director in accordance with the provision of this policy. Dismissal of professional employees shall be approved by the Personnel Committee, Board of Directors, and/or Executive Committee. Causes for disciplinary action are (a ) unsatisfactory performance of duties, and (b) personal conduct detrimental to the CRP.

**11.4 UNSATISFACTORY PERFORMANCE OF DUTIES:** The following causes relating to the performance of duties are representative of, but not limited to those considered for disciplinary action:

1. inefficiency or incompetence in the performance of duties;
2. negligence in the performance of duties;
3. physical or mental incapacity for performing duties;
4. careless, negligent, or improper use of equipment;
5. failure to maintain satisfactory and harmonious working relationships
6. absence without approved leave
7. habitual pattern of failure to report for duty at the assigned time and place.
8. failure to submit to random drug screening as directed/positive results from drug screening
9. personal use of inventory/equipment; removal of contract supplies or equipment for personal use or gain
10. improper use/removal or destruction of property of Skills/USCG
11. failure to wear proper/required PPE (i.e., dust mask, safety glasses, proper foot-wear)

**11.5 PERSONAL MISCONDUCT:** The following causes relating to personal conduct are representative of, but not limited to those considered for disciplinary action:

1. guilty of gross misconduct or conduct unbecoming a Skills employee;
2. participation in any action that would in any way seriously disrupt the operation of Skills/ USCG;
3. refusal to accept a reasonable and proper assignment from an authorized supervisor (insubordination);
4. reporting to work under the influence of alcohol or drugs, or the use of alcohol or drugs while on duty;
5. betrayal of confidential information from official records;

6. taking part in political management or in political campaigns prohibited by law

**11.6 ABSENCE WITHOUT AUTHORIZATION:** Absence by an employee from his/her scheduled place of work shall be considered justification for deducting from the employee's salary their rate of pay times unauthorized time in one-half increments. The employee shall not perform any duties during any such half-hour period. **EXAMPLE:** If you arrive 8 minutes after your scheduled work hour (8:08 a.m./4:08 p.m.) your start time automatically is calculated to the quarter hour (8:15 a.m./4:15 p.m.). Your Supervisor may not allow you to clock in until the next quarter hour (8:30 a.m./4:30 p.m.). This means you have lost one-half hour of work and pay. Continued absence without authorization after it has been called to the employee's attention shall be considered sufficient cause for suspension or dismissal.

**11.7 DISMISSAL:** Employees who are dismissed for unsatisfactory performance of duties or personal misconduct should in most cases receive three warnings: first, an oral warning; second, an oral warning with a follow-up letter/Incident Report to the employee which sets forth the points covered in the discussion; third, a written warning/Incident Report which will serve as a notice to the employee that a further instance of unacceptable practices may result in dismissal. Notice of each step and copies of Incident Reports shall be recorded and placed in the employee's confidential personnel record. A written summary of the case will be prepared by the supervisor and presented to the Executive Director who shall review the facts and evaluate the situation. Upon reaching a decision to dismiss the employee, an effective termination date of not less than 10 working days may be determined and the employee so advised via letter over the signature of the Executive Director.

Unfortunately, terminations from employment are never pleasant and are not always the decision of the Executive Director. The following is a list, but not entirely, of things that may cause someone to be immediately dismissed from employment via USCG rules. Please read and understand carefully.

If you are asked or escorted off base by any USCG personnel for:

- misuse of any government property (telephones, computers, etc.)
- communicating threats against anyone
- speeding on base
- theft of property
- use of drugs or alcohol on base
- sexual harassment
- sexual misconduct/caught in any sexual act
- disruptions of government operations

Even if you are not observed by USCG personnel committing these offenses, if your Supervisor or Project Manager observes you, you will be terminated from employment.

**11.8 SUSPENSION:** An employee may be suspended without pay by the Executive Director for reason of misconduct, negligence, inefficiency, insubordination, disloyalty, unauthorized absence, or other justifiable reasons when alternate personnel actions are not appropriate. The initial suspension may be oral when, in the judgment of the Executive Director, such action is necessary. The Executive Director may notify the employee in writing via mail of the terms of the suspension and/or have employee sign a copy of the Incident Report in acknowledgement.

**11.9 APPEAL:** An employee may appeal his/her suspension or dismissal to the Personnel Committee, in which case the complaint and hearing procedures set forth in Section 12 shall apply.

**11.10 COMMUNITY PLACEMENT PROGRAM:** Skills, Inc. maintains an ongoing placement program operated by the nonprofit agency to include liaison with appropriate community services such as the NC employment service (NC Works), North Carolina Department of Vocational Rehabilitation, and/or others. Those individuals determined capable and desirous of normal competitive employment shall be assisted in obtaining such employment. If an employee wishes to enter into competitive integrated employment outside of the employ of Skills, Inc. they may contact the Program Manager at the main office (252-333-3755) and request assistance in doing so.

## **12.0 GRIEVANCE PROCEDURE**

**12.1 INFORMAL RESOLUTION:** A grievance is any cause for dissatisfaction outside an employee's control which grows out of employment with the CRP. The supervisor shall make every effort to solve the problem or correct the misunderstanding at the initial level. If informal discussion with the immediate supervisor is unsuccessful in resolving grievance, the employee may discuss the issue with the next higher level of supervision. If such discussion does not finally settle the matter, the employee may then informally appeal to the Executive Director. If this discussion does not satisfactorily settle the matter, the employee may then file a written complaint with the Personnel Committee within 30 days of the incident.

**12.2 COMPLAINT PROCEDURES:** Upon filing a complaint, and at each stage thereafter, the complainant shall be notified in writing of the next step in the procedure. The identity of any person who has furnished information relating to, or is assisting in, an investigation of a possible violation of Federal or State law shall be kept confidential to the extent possible consistent with a fair determination of the issues. The complaint resolution procedure shall include:

1. an opportunity to file a complaint (all complaints shall be in writing);
2. an opportunity for informal resolution of the complaint;
3. written notification of an opportunity for a hearing, when an informal resolution has not been accomplished, which shall state the procedure for requesting a hearing and shall describe the elements in the hearing procedures including those set forth below:
  - a. an opportunity to amend the complaint prior to a hearing;
  - b. an opportunity for a hearing pursuant to hearing procedures set forth below
  - c. within 30 days of filing the complaint and shall include the following:
    - -the reasons for the decision;
    - -a statement that the procedures delineated in this section
    - -notice of the right to file a complaint with a higher authority where any party disagrees with the decision.

**12.3 HEARING PROCEDURE:** A hearing, when requested, shall be provided within 30 days after filing a complaint. The hearing notice and procedure include:

1. a written notice of the date, time, and place of the hearing, the manner in which it will be conducted, and the issues to be decided (Other interested parties may apply for notice. Such other interested parties are persons or organizations potentially affected by the outcome. The notice to the other interested parties shall include the same information furnished to the complainant and shall further state whether such interested parties may participate in the hearing, and if applicable, the methods by which they may request such participation);
2. an opportunity to withdraw the request for a hearing in writing before the hearing;
3. an opportunity to request rescheduling of the hearing for good cause;
4. an opportunity to be represented by an attorney or other representative of the complainant's choice;
5. an opportunity to bring witnesses and documentary evidence;
6. an opportunity to have records or documents relevant to the issues produced by their custodian when such records or documents are kept by or for the CRP in the ordinary course of business;
7. an opportunity to question any witness or parties;
8. a written decision within 60 days from the date of filing the original complaint from the Personnel Committee to the complainant, and to any other interested parties. (The period may be extended for a sixty-day period for good cause. The decision shall include a synopsis and remedies to be applied).

### 13.0 STATEMENT OF ACCEPTANCE

**13.1 STATEMENT REQUIRED:** Each employee shall be required to sign and date a copy of the following statement, which shall then be included in the employee's personnel file:

"As an employee of Skills, Inc., I hereby affirm that I have read the Personnel Policies as adopted by the Board of Directors and further do hereby state that I shall be governed by the intent and purpose as so stated in the policies. I understand that my failure to abide by these policies will be grounds for disciplinary action against me as stated therein."

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Signature

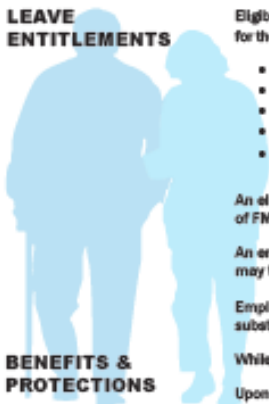
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Date

# EMPLOYEE RIGHTS UNDER THE FAMILY AND MEDICAL LEAVE ACT

THE UNITED STATES DEPARTMENT OF LABOR WAGE AND HOUR DIVISION

## LEAVE ENTITLEMENTS



Eligible employees who work for a covered employer can take up to 12 weeks of unpaid, job-protected leave in a 12-month period for the following reasons:

- The birth of a child or placement of a child for adoption or foster care;
- To bond with a child (leave must be taken within 1 year of the child's birth or placement);
- To care for the employee's spouse, child, or parent who has a qualifying serious health condition;
- For the employee's own qualifying serious health condition that makes the employee unable to perform the employee's job;
- For qualifying exigencies related to the foreign deployment of a military member who is the employee's spouse, child, or parent.

An eligible employee who is a covered servicemember's spouse, child, parent, or next of kin may also take up to 26 weeks of FMLA leave in a single 12-month period to care for the servicemember with a serious injury or illness.

An employee does not need to use leave in one block. When it is medically necessary or otherwise permitted, employees may take leave intermittently or on a reduced schedule.

Employees may choose, or an employer may require, use of accrued paid leave while taking FMLA leave. If an employee substitutes accrued paid leave for FMLA leave, the employee must comply with the employer's normal paid leave policies.

While employees are on FMLA leave, employers must continue health insurance coverage as if the employees were not on leave.

Upon return from FMLA leave, most employees must be restored to the same job or one nearly identical to it with equivalent pay, benefits, and other employment terms and conditions.

An employer may not interfere with an individual's FMLA rights or retaliate against someone for using or trying to use FMLA leave, opposing any practice made unlawful by the FMLA, or being involved in any proceeding under or related to the FMLA.

An employee who works for a covered employer must meet three criteria in order to be eligible for FMLA leave. The employee must:

- Have worked for the employer for at least 12 months;
- Have at least 1,250 hours of service in the 12 months before taking leave;\* and
- Work at a location where the employer has at least 50 employees within 75 miles of the employee's worksite.

\*Special "hours of service" requirements apply to airline flight crew employees.

## ELIGIBILITY REQUIREMENTS

## REQUESTING LEAVE

Generally, employees must give 30-days' advance notice of the need for FMLA leave. If it is not possible to give 30-days' notice, an employee must notify the employer as soon as possible and, generally, follow the employer's usual procedures.

Employees do not have to share a medical diagnosis, but must provide enough information to the employer so it can determine if the leave qualifies for FMLA protection. Sufficient information could include informing an employer that the employee is or will be unable to perform his or her job functions, that a family member cannot perform daily activities, or that hospitalization or continuing medical treatment is necessary. Employees must inform the employer if the need for leave is for a reason for which FMLA leave was previously taken or certified.

Employers can require a certification or periodic recertification supporting the need for leave. If the employer determines that the certification is incomplete, it must provide a written notice indicating what additional information is required.

## EMPLOYER RESPONSIBILITIES

Once an employer becomes aware that an employee's need for leave is for a reason that may qualify under the FMLA, the employer must notify the employee if he or she is eligible for FMLA leave and, if eligible, must also provide a notice of rights and responsibilities under the FMLA. If the employee is not eligible, the employer must provide a reason for ineligibility.

Employers must notify its employees if leave will be designated as FMLA leave, and if so, how much leave will be designated as FMLA leave.

## ENFORCEMENT

Employees may file a complaint with the U.S. Department of Labor, Wage and Hour Division, or may bring a private lawsuit against an employer.

The FMLA does not affect any federal or state law prohibiting discrimination or supersede any state or local law or collective bargaining agreement that provides greater family or medical leave rights.



For additional information or to file a complaint:

**1-866-4-USWAGE**

(1-866-487-9243) TTY: 1-877-889-5627

**www.dol.gov/whd**

U.S. Department of Labor | Wage and Hour Division



WH1420 REV/04/16

## **14.0 CLASSIFICATIONS**

**14.1 POLICY:** It is the policy of Skills, Inc. to deliver its programs of service and achieve its objective through sound management practices. A basic part of this policy is effective and economical position classification and management.

**14.2 POSITION MANAGEMENT:** Position management involves the design and control of individual positions to achieve a proper balance of values among the following management considerations: Number of positions; total cost of services; maximum use of scarce or costly manpower skills; maximum attraction, retention, and motivation of competent personnel; provision for maximum developmental opportunities; effective use of work processes, equipment, and techniques; and clear delineation of duties and responsibilities. Good position management reflects the composite resolution of these often conflicting values.

### **14.3 CLASSES OF POSITIONS BY STANDARD OCCUPATIONAL CLASSIFICATION**

#### **CLASS CODE NUMBER CLASSIFICATION TITLE**

##### **FINANCIAL MANAGEMENT AND GENERAL ADMINISTRATIVE CLASSES**

1000 EXECUTIVE DIRECTOR

1419 FINANCE OFFICER

4622 ADMINISTRATIVE SECRETARY

##### **HUMAN SERVICES CLASSES**

1915 COMPREHENSIVE VOCATIONAL EVALUATOR

2400 EMPLOYEE DEVELOPMENT SERVICES COORDINATOR

2400 COMMUNITY EMPLOYMENT SERVICES PROGRAM MANAGER

1320 TRADES INSTRUCTOR

1430 EMPLOYEE DEVELOPMENT SERVICES JOB COACH

1430 COMMUNITY EMPLOYMENT SERVICES JOB COACH

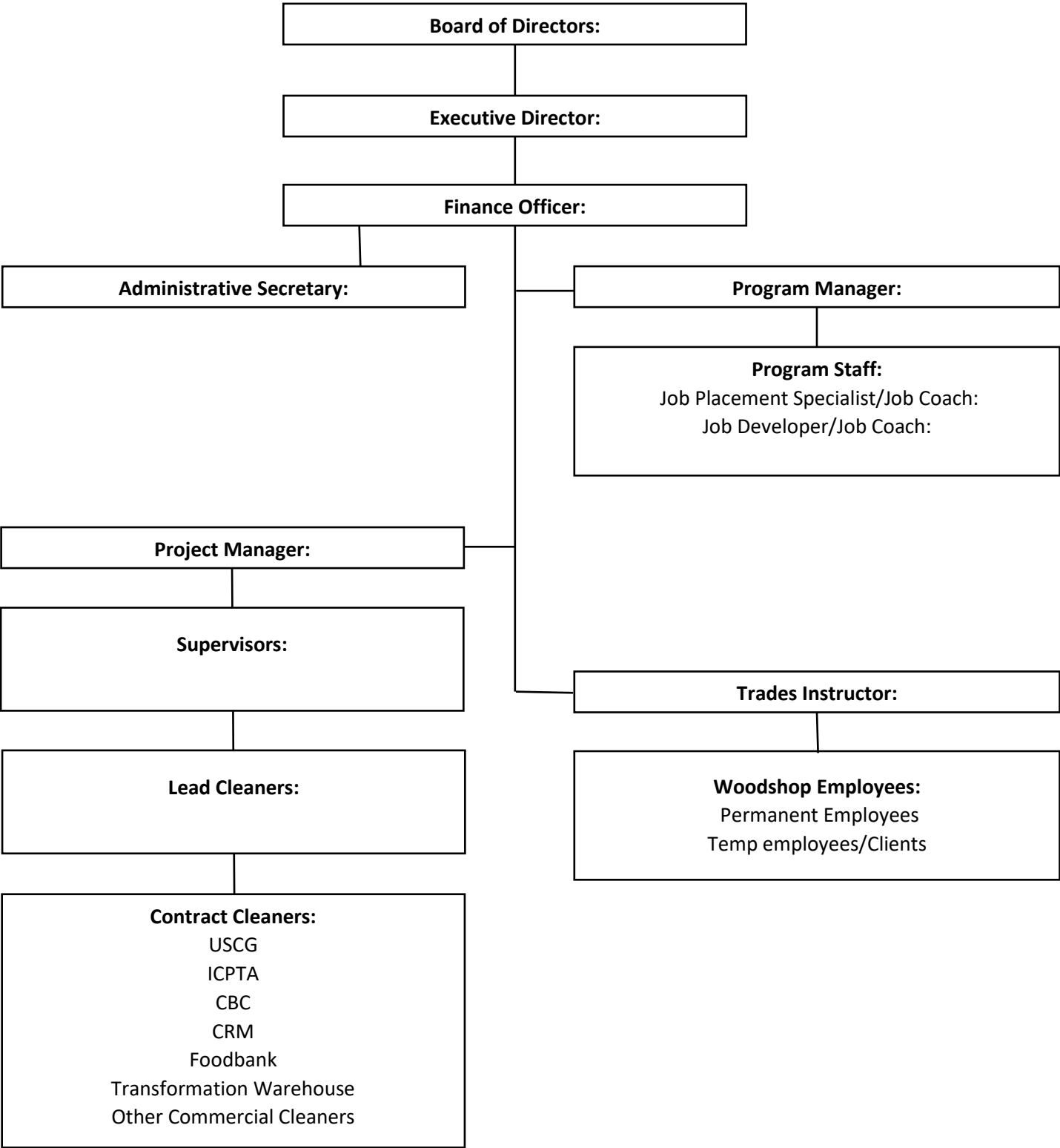
##### **SERVICE OCCUPATIONS**

5241 PROJECT MANAGER

5241 LEAD CLEANER/SUPERVISOR

5244 INDUSTRIAL CLEANER

JANITOR



JOB DESCRIPTION

## EXECUTIVE DIRECTOR

RANGE: 64/67/71

**Exemption Status:** exempt

**Responsible to:** Board of Directors

**Directly/Indirectly Supervises:** All staff

**General Statement of Duties:**

Performs administrative work managing the operation of a community rehabilitation program; to provide effective leadership and directives to achieve the CRP's stated mission. The employee supervises and coordinates through staff the proper rehabilitation and placement of its clients and must balance client needs with the necessity to meet facility expenses.

**Responsibility and Authority:**

Is responsible for all facility programs and has authority over all staff. The employee is reportable to, and work is performed under the policy guidance of the Board of Directors, and within state and federal laws and guidelines.

**Essential Duties:**

- supervises the work of staff employees; establishes and applies personnel policies in the hiring, payment, evaluation, training, promotion, and dismissal of employees; implements all policies
- acts as the CRP's Corporate Compliance Officer; investigates all reports of complaints and allegations concerning violations of the Code of Ethics; advise the President of the BOD as indicated
- monitors revenues including facility grants and consumer allocations, interest charges for services, profits from products, and contributions and contracts; monitors expenditures including salaries, benefits, facilities, equipment, supplies, and taxes
- researches potential areas for workshop's involvement, including costs, resources needed, staff support required, product sale potential, and application for disabled clients
- attends Board of Directors' meetings reporting on contract status, facility status, management report, quarterly/annual reports, financial reports; presents needs and concerns to the BOD and any related facility action that requires Board approval
- coordinates program activities with those of area rehabilitation agencies, referral sources, and of area industries
- implementing CARF standards/criteria

**Nonessential Duties:**

Performs other related duties as required.

**Knowledge/Skills Requirements:**

- knowledge of behavior and characteristics of disabled persons

- knowledge of business management policies and procedures
- knowledge of federal and state facility regulations
- knowledge of Personnel Policy/Certification Criteria and implementation of procedures
- ability to plan, organize, and direct a comprehensive rehabilitation program
- knowledge of CARF standards
- ability to establish rapport and communicate effectively with consumers, various service delivery agencies, industry, and community leaders
- ability to instruct staff personnel in proper facility procedures
- ability to communicate effectively in oral and written forms

**Required Physical Activities:**

- ability to balance, crouch, bend, stoop, crawl, walk, kneel, twist, stand & sit hear, near/far vision;
- ability to perform work duties 8 hrs. a day; five days a week

**Driving Requirements:**

- ability to drive
- current, valid driver's license
- adequate auto insurance
- clear driver's record for at least 3 yrs. from date of any conviction
- ability to travel independently to various locations

**Other Requirements:**

- ability to understand written & oral communication
- analytical and decision-making ability
- ability to learn, use, and repair equipment
- ability to use computers
- toleration of environmental conditions (wetness, dust, noise, hot/cold, etc.)
- ability to communicate effectively (hearing and speech)
- ability to operate office equipment
- ability to operate industrial equipment
- qualify to be bonded

**Experience and Training:**

Master's degree in education, administration, rehabilitation or special education and three years of administrative or teaching experience in special education or rehabilitation services; or graduation from a four-year college or university and four years of administrative or teaching experience in special education or rehabilitation services or an equivalent combination of training and experience.

JOB DESCRIPTION

## PROJECT MANAGER

Salary: SourceAmerica/USCG Scale

**Exemption Status:** exempt

**Responsible to:** Executive Director

**Directly/Indirectly Supervises:** contract staff

### General Statement of Duties

Performs supervisory work managing the daily operation of the community rehabilitation program's ancillary contracts providing effective leadership and directives to achieve the CRP's stated mission. Manager will assign daily work duties and ensure all duties are performed to quality standard. He/she is responsible for all paper work required for the project(s); will oversee and enforce all safety policies & personnel policies.

### Essential Duties

- assign and schedule work duties as required; ensure quality & timeliness
- establish flow chart of tasks/task frequencies
- keep and monitor inventory/usage
- order supplies as needed through Mickey's Sales & Service or designated vendor within budget
- guidelines; any other required purchases must be cleared through Skills, Inc. (EC off.)
- prepare staff time/attendance sheets from time cards; accurately completed by the Monday
- following the pay period
- write employee appraisals
- problem solve; address employee concerns; follow personnel procedures
- perform duties of absent worker as needed

### Nonessential Duties:

- attend staff meetings as required
- perform related work as required

### Knowledge/Skills Requirements:

- CPR/First Aid certified
- knowledge of behavior and characteristics of disabled persons
- knowledge of business management policies and procedures
- knowledge of all policies

- ability to implement policies
- ability to plan and organize
- ability to make minor repairs
- knowledge and understanding of CRP's stated mission
- working knowledge of janitorial and floor maintenance equipment

**Required Physical Activities:**

- ability to balance, crouch, bend, stoop, crawl, walk, kneel, twist, stand & sit, hear, near/far vision; tolerant of environmental conditions (wetness, dust, noise, hot/cold, etc.)
- ability to perform work duties 8 hrs. a day; five days a week

**Driving Requirements:**

- ability to drive
- current, valid driver's license
- dependable transportation
- clear driver's record for at least 3 yrs. from date of any conviction; maintain clear driving record for insurability

**Other Requirements:**

- ability to understand written & oral communication
- ability to communicate and instruct effectively
- ability to establish rapport and communicate effectively with people

**Experience and Training:**

- High school diploma or equivalent; 2 years' supervisory experience preferred.
- Prior experience and knowledge of janitorial services preferred.

JOB DESCRIPTION

## **SUPERVISOR/LEAD COMMERCIAL CLEANER**

**Salary:** SourceAmerica/USCG Scale

**Exemption Status:** non-exempt

**Responsible to:** Executive Director, Project Manager

**Responsible for:** Commercial cleaners

### **General Statement of Duties**

Performs janitorial shift work and oversees completion of work assignments for specified shift; ensures all duties are performed to quality standards and timeliness.

### **Examples of Duties Performed**

- sweep and mop floors
- vacuum carpets
- clean restroom fixtures
- clean microwaves/refrigerators
- clean windows, walls, tables
- dust
- strip and wax floors
- shampoo carpets

### **Essential Duties**

- assign, schedule, and perform duties as required; ensure quality and timeliness.
- assist Project Manager in monitoring inventory usage, employee appraisals
- problem solve; address employee concerns
- apply and enforce Personnel and Safety Manual policies and procedures
- inform Project Manager of needs and concerns
- 'clock in and out' using time clock
- wear appropriate attire and PPE equipment

### **Nonessential Duties:**

- perform related work as required

### **Knowledge/Skills Requirements**

- CPR/First Aid certified
- knowledge of Skills, Inc. Personnel & Safety policies and procedures

- ability to implement policies
- ability to plan and organize
- ability to make minor repairs
- ability to instruct
- working knowledge of janitorial and floor maintenance equipment
- ability to communicate effectively

**Required Physical Activities**

- ability to balance, crouch, bend, stoop crawl, walk, kneel, twist, stand & sit, hear, near/far vision
- tolerant of environmental conditions (wetness, dust, noise, hot/cold, etc.) ability to perform work duties 8hrs. a day; five days a week

**Driving Requirements:**

- ability to drive
- current, valid driver's license
- dependable transportation
- clear driver's record for at least 3 yrs. from date of any conviction
- Supervisors must maintain clear driving record for insurability

**Other Requirements:**

- ability to understand written & oral communication
- ability to communicate and instruct effectively
- ability to establish rapport and communicate effectively with people

**Experience and Training:**

High school diploma or equivalent and/or prior experience in commercial cleaning.

JOB DESCRIPTION

## LEAD COMMERCIAL CLEANER

**Salary:** SourceAmerica/USCG Scale

**Exemption Status:** non-exempt

**Responsible to:** Executive Director, Project Manager, Supervisor

**Responsible for:** Commercial cleaners as Lead Worker

### General Statement of Duties

Performs janitorial shift work and oversees completion of work assignments for specified shift or task; ensures all duties are performed to quality standards and timeliness.

### Examples of Duties Performed

- sweep and mop floors
- vacuum carpets
- clean restroom fixtures
- -clean microwaves/refrigerators
- clean windows, walls, tables
- dust
- strip and wax floors
- shampoo carpets

### Essential Duties

- assign, schedule, and perform duties as required; ensure quality and timeliness.
- lead worker and oversee floor crew
- problem solve; relay employee concerns
- apply and enforce Personnel and Safety Manual policies and procedure
- inform Supervisor of needs and concerns
- 'clock in and out' using time clock
- wear appropriate attire and PPE equipment

### Nonessential Duties:

- perform related work as required

### Knowledge/Skills Requirements

- knowledge of Skills, Inc. Personnel & Safety policies and procedures
- ability to implement policies
- ability to plan and organize

- ability to make minor repairs
- ability to instruct
- working knowledge of janitorial and floor maintenance equipment
- ability to communicate effectively

**Required Physical Activities**

- ability to balance, crouch, bend, stoop crawl, walk, kneel, twist, stand & sit, hear, near/far vision
- tolerant of environmental conditions (wetness, dust, noise, hot/cold, etc.)
- ability to perform work duties 8hrs. a day; five days a week

**Driving Requirements:**

- ability to drive
- current, valid driver's license
- dependable transportation
- clear driver's record for at least 3 yrs. from date of any conviction
- Supervisors must maintain clear driving record for insurability

**Other Requirements:**

- ability to understand written & oral communication
- ability to communicate and instruct effectively
- ability to establish rapport and communicate effectively with people

**Experience and Training:**

High school diploma or equivalent and/or prior experience in commercial cleaning.

## JOB DESCRIPTION

# COMMERCIAL CLEANER

Salary: SourceAmerica/USCG Scale

**Exemption Status:** non-exempt

**Responsible to:** Executive Director, Project Manager, Supervisor, Lead Commercial Cleaner

**Responsible for:** none

### General Statement of Duties

Performs janitorial shift work in large industrial complex. Responsible for cleaning restrooms and fixtures, offices, break rooms, and other spaces as assigned to quality standards. Work is performed under the general supervision of a lead worker.

### Examples of Duties Performed

- sweep and mop floors
- vacuum carpets
- clean restroom fixtures
- clean microwaves/refrigerators
- clean windows, walls, tables
- dust
- strip and wax floors
- shampoo carpets

### Essential Duties

- perform assigned janitorial duties to quality standards in a safe and timely manner
- wear appropriate attire and PPE equipment
- adhere to all Personnel & Safety policies and procedures
- 'clock in & out' using time clock

### Nonessential Duties

- perform related duties as required

### Knowledge/Skills Requirements:

- knowledge of Skills, Inc. policies and procedures
- ability to follow policies
- ability to follow oral or written instructions
- ability to perform general housekeeping/janitorial labor
- working knowledge of janitorial and floor maintenance equipment

### **Required Physical Activities**

- ability to balance, crouch, bend, stoop, crawl, walk, kneel, twist, stand & sit, hear, near/far vision
- ability to lift up to 40lbs. possible
- tolerant of environmental conditions (wetness, dust, noise, hot/cold, etc.)
- ability to perform work duties 8 hrs. a day; five days a week

### **Driving Requirements**

- must have current, valid driver's license and/or dependable transportation

### **Other Requirements**

- ability to understand written & oral communications
- ability to communicate effectively
- ability to establish rapport and communicate effectively with people

### **Experience and Training:**

High school diploma or equivalent and/or prior experience in commercial cleaning services.