



Wage & Hour Compliance

Four Steps to Wage and Hour Compliance
for the Independent Automotive Industry

MIKE DAVIDSON, AAM



INCLUDES DOWNLOADABLE CONTENT!

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DOWNLOAD INFORMATION:

We have created the job description and compensation package in a downloadable word document that you can edit to fit your business. You will also find the Regular Rate Calculator (RRC) in an Excel Spreadsheet that you can begin using right away. Go to:

www.industryessentials.net

If you need assistance, you can contact Mike directly at
miked@parkwayautomotive.net

Why this happened...

*I*n January of 2019, I was sitting in a conference listening to a consultant tell us the rules for wage and hour compliance with the United States Department of Labor. I left that meeting with more questions than answers. Believing that there had to be clear answers, I contacted the consultant after the conference. I was able to gain some knowledge but was still not certain about all the requirements. I talked with a wage and hour attorney, attended a one-day boot camp, and contacted the Department of Labor directly. After writing the material contained in this book and creating the Regular Rate Calculator, I sent it to the Department of Labor and the wage and hour attorney for review. This information is the result of those efforts to help all of us get this right. If you do only one thing in your effort to be in compliance with the law, it would be that you have some type of time tracking in place for all employees regardless of their position or job function.

THANK YOU...

Editor: Jennifer Kestner

(When you are from Arkansas, a good editor is priceless!)

Publisher: Bennett Davis Group

Little Rock, AR | www.bdglr.com | 501-604-2660

INTRODUCTION

THE JOB OF THE DEPARTMENT OF LABOR

The United States Department of Labor (DOL) has a job to make the marketplace fair for all employees and employers through the Fair Labor Standards Act (FLSA). The DOL is becoming stricter about auditing shops and is levying fines plus penalties to any shop that does not follow the law, especially regarding hours worked, overtime hours, and compensation. Fines and penalties are also being given to shop owners who may be complying with the law but may not have records to verify the hours worked and the wages paid. The following are four steps that will help protect you during an audit:

1. Written Job Descriptions
2. Written Compensation Package
3. Regular Rate Calculator
4. Seven Day Time Record

When an employer attempts to stay in the gray or willfully violates the law as it pertains to caring for his most valuable asset, it creates a distinct disadvantage to employers who do it right. The information contained in this document is designed for the companies who want to do it right.

From the DOL's standpoint, everyone in the United States is to be paid hourly. Exceptions have been written such as the popular 7i exemption. The challenge with this or any exemption is your interpretation of the exemption which will usually be seen from a self-favored position. The auditor will do the same. The difference is that you will have to challenge the auditor's position with an attorney and the court system. If they challenge your interpretation of an exemption and they win, you will have to prove hours worked. If there are no records, they will surmise the hours that were worked based on the interviews with every employee. This will be used to determine any back pay owed plus penalties, interest, and fines. If however, you have signed time cards by the employee and a manager, hours worked cannot be contested. The exemption interpretation will still be contested. If, however, you take each seven-day period and calculate an employee's earnings, apply it to the Regular Rate Calculator and be sure it meets federal and state standards, there will be nothing to contest. **THIS IS WHY THE REGULAR RATE CALCULATOR AND THE SEVEN DAY TIME RECORD ARE SO IMPORTANT.**

The Regular Rate Calculator takes all of your pay or wage plans, incentives, training pay, and bonuses and puts them in a large bucket and determines the correct rate of pay. It is important to have a base pay that is indicated in the employee's compensation package and a description of bonuses and incentives. At the end of each seven-day period, place the total amount earned for that period in the designated cell and the total number of hours worked, and the calculator does the rest. The calculator should be saved for each seven-day period and will reflect the wage earned per hour.

What if I pay my employees a salary, commission, or flat rate?

The DOL does not care how you pay your employees; what they care about is that it meets the minimum federal standards. The only way you and the auditor can know if your pay plan meets those standards is if all hours are tracked and all compensatory activity is considered for the regular rate. This is what the Regular Rate Calculator does for you. This should include after-hour calls, training pay, and expected bonuses.

The most important way to stay in compliance is that all hours worked are documented and that the actual regular rate is calculated using all compensatory activities.

Your job is to understand what constitutes compensatory activity. Think of any activity that benefits the employer whether or not it includes benefiting the employee. They include:

1. Basic hourly rate (Should be reflected in compensation package)
2. Answering emails and phone calls after hours (You can establish an on-call rate.)
3. Assisting a customer after hours
4. Training pay (You can establish a training pay rate.)
5. Regular bonuses (Should be explained in compensation package)
6. Special event pay

There may be other compensatory activities that occur in your organization.

REGULAR RATE CALCULATOR (RRC)

The RRC has been reviewed by a federal wage and hour attorney and the Department of Labor.

At each seven-day pay period, simply enter the total compensation and the total hours worked in the correct cells. The RRC does the rest.

You can gain access to the RRC, Word document job descriptions, and compensation packages as well as other documents for the automotive aftermarket through the Industry Essentials website at www.industryessentials.net. You should have received an email with a link to the landing page.

HOW FINES ARE LEVIED

Do you watch numbers? You should watch this one. A mistake of \$0.50 an hour with ten employees turns into a penalty of \$62,400. If overtime is involved, it is even greater.

$\$0.50 \times 10 \text{ employees} = \5

$\$5 \times 40 \text{ hours} = \200

$\$200 \times 52 \text{ weeks} = \$10,400$

$\$10,400 \times 3 \text{ years} = \$31,200$ (The number of years you are audited for)

$\$31,200 \times 2 = \$62,400$ (The fine is double the violation plus any other penalties they can enforce).

AUDIT INTERVIEWS

Exemption is a word most of us understand. It allows you to do something differently. That is the word the DOL uses publicly: however, privately, they use the word exception. Coming in the door, they count everyone as hourly unless there is an exception. That exception is open to a different interpretation by the auditor. You and I have a different understanding because we do not find out what an exception means, and we believe that what we think it means is okay. For example, you have a shop foreman that you pay a salary. However, during the interview, it is discovered that he works on cars and assist with production. He would not qualify for the exemption. When audited by the DOL, it is a private meeting between the auditor and your employee. Attorneys are not allowed. Auditors will look over your job description, but their primary source of information will be from the employee. From that interview, they will determine if the actual duties of an employee are, in fact, exempt. If there are no time records, they will ask the employee how many hours they worked last week, last month, and last year for the last three years. I sometimes walk into a room and cannot

remember why I walked in the room. I seldom remember what I had for lunch the day before. Why would you depend on the memory of an employee to keep accurate time records? What if he is off by fifty cents?

A VIDEO LINK

I have created a 30-minute video that will give additional information and can save you thousands of dollars in fines and penalties. You can view the video located on the landing page using the link sent to you when you purchased the book.

Sincerely,

Mike Davidson

WRITTEN JOB DESCRIPTIONS

A written job description will serve your company, your employees, and your customers. Great employees like structure and want to know what is expected of them. You also want to provide a consistent work environment where all of the roles are being filled. The job description ensures that what is expected is being done. It also provides tracks for discussion when something is not going well between you and an employee.

When it comes to an audit, however, the job description will help the auditor determine whether or not an employee's job as written qualifies for an exemption. This is also why it is crucial to have a state wage and hour attorney review your job description. On the next pages are samples of written job descriptions specific to a service advisor, automotive technician, office manager, facilities assistant, and shuttle driver using some preferred DOL terminology. By going to www.industryessentials.net and downloading the word document you can use these as templates to build your own job descriptions. Take a few minutes to edit this hard-copy. Go to your landing page to make the changes.

SERVICE ADVISOR JOB DESCRIPTION

I. DESCRIPTION

You are a business card for our company. You are usually the first and last person to deal with all of the customers and vendors. You must always portray the image and ethics of our company in everything you do. Customer satisfaction will depend on your people skills.

The primary function is to integrate between the customer, technician, and vendor while maintaining control and an orderly environment. You will need to identify the customers' problems and expectations, then adequately document and communicate all information to the technician.

We must always keep the customers' best interest in mind while remembering we are the professionals hired by them to identify and repair their vehicles'

problems. You must sell our services properly: experience, expertise, equipment, and knowledge. You must also make sure we have delivered what was sold and that the customer is well aware of what they are paying for and why.

You are the primary salesman and receptionist. You must understand our industry to be able to instill confidence in our technical ability and competence. You will need to always portray a professional appearance and attitude, both in person and on the telephone. This includes all contacts: customers, employees, vendors, outside sales, etc.

II. QUALIFICATIONS

A. General

1. A positive attitude and personality are necessary. Must be able to communicate effectively with customers, work with the public, and maintain a positive attitude in stressful environments.
2. Work with minimal supervision.
3. Earn the trust of co-workers, vendors, and customers
4. Open to learning new skills
5. General understanding of automotive components.
6. Ability to cope in a stressful environment and during periods of stress and tension

B. Specific

1. High school diploma required
2. Good skills and knowledge of computers and Microsoft Office products including Word, Excel, and Publisher
3. Knowledge of standard office equipment: calculator, multi-line phone system, and copier
4. Must be able to type 40 words per minute
5. Minimum of four years' experience in the automotive industry or customer relations or similar position
6. Formal automotive service advisor training
7. Valid [your state] driver's license
 - a. No more than two MINOR moving violations in the last three years
 - b. No MAJOR violations in the last five years
8. Ability to work extra hours when required or needed
9. Able to lift 40 pounds

III. EXPECTATIONS

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Casual dress attire is required.
3. Hair must be cut, styled, and worn in a fashion acceptable for professional business attire.

B. Attendance

1. Show up and be ready to work at the scheduled time on each day scheduled to work.
2. Requests for time off from regularly scheduled work times or days must be received in writing at least two weeks in advance.
3. Exceptions for unforeseen circumstances with priority are acceptable with notification at the earliest possible opportunity.
4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.
5. Except for an emergency, personal phone calls, visits, or answering text messages are not allowed except during lunch breaks or after working hours.
6. Attend weekly shop meetings as required by management
7. When calling in sick, call before your start time.

C. Ethics

Everyone is expected to operate with honesty, ethics, and integrity in all aspects of their job.

D. Attitude

1. Each part of your job is crucial and must be completed with accuracy, professionalism, pride, and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees must communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitude must be open and positive at all times.
5. Promote positive morale in the office and shop.

E. Training

1. Attend self-improvement seminars and job-specific training as necessary to continually improve and grow in job skills, as directed by management.

F. Etiquette

1. Must be able to speak, read, and write proper English legibly with no slang, racial slurs, etc.
2. Excellent communication skills, manners, tact, polite language and gestures (even under pressure, stress, or frustration)
3. Practice good listening skills.

G. Other

1. Excellent organizational skills: desk, documents, people, procedures, etc.
2. Able to analyze the facts and make a decision
3. Good problem-solving ability
4. Report problem areas to management.
5. Notify any illegal activities to management immediately (i.e., drug use, theft, etc.).

IV. DUTIES AND RESPONSIBILITIES

A. General Duties

1. Follow company procedures and policies, as well as written and verbal instructions.
2. Control customer complaints through quality control of all work.
3. Address and resolve customer concerns and complaints.
4. Maintain acceptable gross profit margins.
5. Oversee that the reception area is in a clean and orderly.
6. Facilitate special customer needs:
 - a. Vehicle or customer pickup or delivery
 - b. Towing arrangements as necessary
 - c. Rental car arrangements as necessary
7. Provide customers with information brochures and diagnostic worksheets.

8. Open and prepare the shop for business operations by 7:15 a.m.
Close the shop and operations at the appropriate times as necessary.
9. If you are here, answer the phone.

B. Specific Duties

1. Schedule all appointments.
 - a. Allow adequate time for all diagnosis, repair, additional sell, and carry-over of all operations.
 - b. Handle technician assignments and job routing.
 - c. Engage in the slow day plan when a slow day exists or is upcoming.
 - d. Make appointments for call-in estimates, explaining the importance of test before repair.
2. Create and fill out all Work Orders.
 - a. Complaint, cause, and correction
 - b. Continually update new information and status on Work Orders
 - c. All parts and labor operation
 - d. Specific notes for warranty, recommended repairs, or individual customer information
 - e. Ensure all vehicle information is on Work Order.
 - Year, make, model, and production date
 - Vehicle identification number
 - Engine and transmission
 - Mileage
3. Complete and correctly document all customers' invoices.
4. Create printed estimates for all work before approval and update and adequately document any changes or required information.
5. Accurately document all approvals in the approval window of the software.
6. Secure approval or authorization of all Work Orders and validate the payment.
7. Maintain workflow and productivity.
 - a. Be aware of the completion status of work in process.
 - b. Monitor the timely arrival of parts.
 - c. Ensure vehicle completion and delivery are meeting commitments and are on track with promises.

- d. Ensure that scheduling is being met as promised: technicians and bays are kept busy and productive with work and technicians are available to work on scheduled vehicles.
- 8. Acquire all parts needed for the repair operation including inventoried parts.
- 9. Answer the telephone promptly and courteously, before the second ring if possible.
- 10. Correctly receive and address all walk-in traffic. Greet all customers promptly and courteously, acknowledging them even when currently involved with someone else.
- 11. Attend meetings as required by management.
- 12. Identify and report problem areas and policy or procedure violations.
- 13. Research customer history on all appointments for additional service, recommended repairs, or problem trends.
- 14. Ensure that if any appointments have not shown on the scheduled day, they are contacted.
- 15. Ensure that technicians are aware of warranty, cores, and defective claims. Ensure customers are not charged for parts returned to the vendor for credit.

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record and have read and understood this policy in its entirety. I understand that my employment is at-will and that nothing in this document creates a contract of employment of any kind.

| | | | |
|--------------------|------|------------|------|
| Employee Signature | Date | Management | Date |
|--------------------|------|------------|------|

AUTOMOTIVE TECHNICIAN JOB DESCRIPTION

I. DESCRIPTION

You are a business card for our company. You are the professional the customer is entrusting with their second largest investment. You are the person that earns our credibility with our customers and vendors. You must always portray the image and ethics of our company in everything you do. Customer satisfaction will depend on your technical skills and professionalism that is applied in everything that you do.

Your primary function will be to properly identify and diagnose the customer's problems with their vehicle. This will include the root cause of their original complaint and symptoms. You will also need to identify safety, progressive damage, or maintenance items this vehicle may need now or in the near future.

You must always keep the customers' best interest in mind while remembering that we are the professionals hired by them to identify and repair their vehicles' problems. You must utilize your experience, expertise, and equipment to deliver what was sold with the highest level of quality, integrity, and workmanship.

You are a highly trained professional and must always portray this in appearance, attitude, and actions. This includes all contacts: customers, employees, vendors, etc. Your representation of this company must be able to instill confidence in our technical ability and competence.

II. QUALIFICATIONS

A, General

1. Must have a good positive attitude and personality. Able to work as a member of a team and maintain a positive attitude in the most stressful environments. Must be able to communicate effectively with fellow workers. Have a basic understanding of the automotive industry from various perspectives.
 2. Must be able to work with minimal supervision.
 3. Maintain a neat and professional appearance.
 4. Must be able to earn the trust of co-workers, vendors, and customers.
-

5. Must possess a willingness to learn new skills.
6. Must possess a willingness to embark on a continuing education program.
7. Have a general understanding of a progressive, modern, and professional automotive business.
8. Must be able to cope with a stressful environment and periods of stress and tension.
9. Must be able to work long hours when required.
10. Must be able to speak English fluently and read and write English legibly.
11. Must have excellent verbal and written communication skills.

B. Specific

1. Must have a high school diploma.
2. Have formal training in an accredited automotive program.
3. Must have valid [your state] driver's license.
4. Must be insurable by the company.
5. Must have a working knowledge of computers.
6. Minimum of two years' experience in the automotive industry.
7. Pursuit of ASE certification in all eight basic automotive areas.
8. Able to lift 80 pounds.
9. Able to diagnose and repair vehicles effectively according to your rated skill level.
10. Must be able to utilize the shop information resources (Alldata, IATN, Mitchell, Identifix, and Mitchell 1, etc.).
11. Must be able to read and understand technical information, wiring, and vacuum diagrams.
12. Must possess the required personal tools and diagnostic equipment relative to the current technology to perform your rated skill level effectively.

III. EXPECTATIONS

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Company uniforms are mandatory.
3. Hair must be cut, styled, and worn in a fashion acceptable for a professional image.

B. Attendance

1. Show up and be ready to work at the scheduled time on every day scheduled to work.
2. Requests for time off from regularly scheduled work times or days must be received in writing at least two weeks in advance.
3. Exceptions for unforeseen circumstances with priority are acceptable with notification at the earliest possible opportunity.
4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.
5. Except for an emergency, personal phone calls, visits, or answering text messages are not allowed except for lunch breaks or after working hours.
6. Must attend shop meetings.

C. Productivity and Efficiency

1. Must utilize the daily time management system to report and track production accurately and consistency.
2. Activities must be focused on achieving proper productivity and efficiency.
 - a. 45 shop book/flag hours per week
 - b. 130% efficiency at 90% productivity
 - c. Comebacks, misdiagnoses, or incomplete diagnosis on vehicles of less than 2% book hours or one car per month average.
3. Focus on high-quality production in quantity.

D. Ethics

1. Everyone is expected to operate with honesty, ethics, and integrity in all aspects of his job.

2. All company, customer, and employee information is confidential and proprietary. This information cannot be released without prior written authorization from proper persons.

E. Attitude

1. Each part of your job is extremely important and must be completed with accuracy, professionalism, pride, and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees must communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitude must be open and positive at all times.
5. Must be enthusiastic and effective.
6. Promote positive morale in the shop.

F. Goals and Objectives

1. Must have updated goals and objectives statement each quarter.
2. This must define the employee's personal and work goals or objectives.

G. Training

1. Must be willing to attend self-improvement seminars and job-specific training as necessary to continually improve and grow in job skills and remain active with current technology and practices.
2. Must attend all necessary safety training, seminars, and classes.

H. Tools and Equipment

1. Have a progressive approach in maintaining your tool and equipment inventory relative to the current technology and your rated skill level.
2. Report tools, equipment, or facilities in need of repair or maintenance.

I. Etiquette

1. Must be able to speak, read, and write proper English legibly.
2. No slang, racial slurs, obscene language or behavior, sexual harassment, or innuendo towards others, etc.

3. Good communication skills, manners, tact, polite language, and gestures (even under pressure, stress, or frustration).
4. Good listening skills.

J. Other

1. Maintain good organization skills including toolbox, workbenches, work area, Work Orders, and procedures, etc.
2. Able to analyze the facts and make a decision.
3. Good problem-solving ability
4. Report problem areas to management.
5. Notify any illegal activities to management immediately (i.e. drug use, theft, etc.)

IV. DUTIES AND RESPONSIBILITIES

A. General Duties

1. Follow company procedures and policies, as well as written and verbal instructions.
2. Identify and repair the root cause of customer complaints.
3. Identify any items that create a safety hazard, progressive damage, or maintenance due, through vehicle inspections.
4. Target an average of three billable hours per Repair Order.
 - a. This is based on a statistical need of the average consumer vehicle.
 - b. It is unacceptable to recommend unnecessary repairs and maintenance to a customer and is grounds for disciplinary action.
 - c. Most vehicles can be evaluated in terms of safety, progressive damage, and maintenance due to neglect, or inadequate maintenance. This target is the cornerstone of quality, not activity-based, operation.
5. Target an average overall efficiency of 130% and productivity of at least 90%.
6. Maintain shop area in a clean, orderly fashion.
 - a. Empty trash as necessary.
 - b. Place shop rags and towels in proper receptacles.

- c. Clean and maintain shop equipment as necessary to keep its appearance and operation professional and like new. We now employ a facility maintenance person to assist with this task.

B. Specific Duties

1. Verify vehicle behavior and specific customer complaint.
2. Fill out all Work Orders.
 - a. List complaint, cause, and correction with organized, written explanation necessary for the service advisor to properly sell the service or repair with applicable data and readings for credibility.
 - b. Recommended repairs
 - Maintenance - proactive care
 - Recommended - close to end of life or expected trouble in the future
 - Required - at the end of its useful life, broken, or missing
 - c. Note any conditions that may require a particular explanation to the customer.
 - d. Update new information and status on Work Orders.
 - e. List all parts and labor operations performed.
 - f. Specific notes for warranty, recommended repairs, or particular customer information.
 - g. Special instructions, from your experience, for the service advisor or other personnel that will facilitate efficient and accurate workflow or parts acquisition.
3. Complete correct documentation of all entries in time-keeping software.
4. Properly quality control the valuable final product.
 - a. Verify, correct, and complete repair performed.
 - b. Road test vehicles, identify potential problem areas, and verify your repairs.
 - c. Ensure clean delivery of the vehicle.
5. Accurately document all repairs and parts.
6. Take all possible precautions to ensure the safety and health of others as well as yourself.
7. Maintain workflow and productivity.
 - a. Be aware of the completion times and progress.
 - b. Monitor arrival of parts and work approvals.

-
- c. Ensure vehicle completion and delivery are meeting commitments and on track with promises.
 - d. Scheduling being met as promised and keeping service advisor informed of progress or anticipated problems.
8. Assist in assembling the estimate for approval of diagnosed or recommended repairs when needed.
 9. Attend meetings as required by management.
 10. Identify and report problem areas and policy or procedure violations.
 11. Park and lock all vehicles in an orderly fashion in designated areas and return keys to proper key hook.
 12. Research customer history on all repairs for additional service, recommended repairs, or problem trends. Mark and properly place all return parts for proper return: core, warranty, new return.
 13. Perform a vehicle inspection using the company-owned tablets on every vehicle per shop policy.
 14. Maintain daily time representing accurate billed hours, actual time worked on each vehicle, and total time available for work.
 15. Perform work assignments by time schedules as assigned by the service advisor/shop foreman.
 16. Request work assignments as necessary to maintain workflow and target efficiency and productivity ratios.
-

V. SKILL LEVELS

A. LEVEL A

1. Must possess and display all of Level B and Level C criteria
2. Advanced automotive diagnostic and problem-solving skills:
 - Ability to identify the source of the problem and make a decision of the proper and complete correction of the consumers' problems.
 - Must have the drive and initiative to persevere through the most challenging and complicated symptoms and problems.
 - Understand the inter-related systems and recognize multiple, underlying or secondary problems and failures.
 - Take responsibility for the decision, recommendation, and repair of the problem.
 - Reason and rationalize correlating symptoms or behaviors

supporting diagnostic conclusions with the cause and recommended corrections.

3. Emissions failures, drivability diagnosis, computer and electronic controls system analysis.
4. Must maintain ASE Master Tech and L1 Certifications
5. Advanced personal diagnostic tools and equipment.
6. Must accomplish a monthly efficiency of at least 100% in this skill level.

B. LEVEL B

1. Must possess and display all of Level C criteria.
2. Experienced automotive repair skills, general line mechanic, necessary diagnostic skills, and use of basic diagnostic equipment and tools.
3. Engine, transmission, clutch replacement, timing belt, cylinder head, major engine component replacement, drive train, and suspension repair and replacement.
4. Must maintain five ASE Tech Certifications.
5. Must use and document a logical cause and effect method for recommending repairs.
6. Personal diagnostic tools and equipment necessary to perform functions of this skill level.
7. Must accomplish a monthly efficiency of at least 100% in this skill level.

C. LEVEL C

1. Basic automotive skills, use of hand tools
2. Basic parts replacement: starters, alternators, batteries, cables, spark plugs, filters, simple water pumps, valve cover gaskets, brake pad or shoe replacement, chassis lube, oil change, and transmission service as examples of skill needed.
3. Personal diagnostic tools and equipment necessary to perform functions of this skill level.
4. Must accomplish a monthly efficiency of at least 100% in this skill level.
5. Must maintain at least one ASE Tech Certification.

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record and have read and understood this policy in its entirety. I understand that my employment is at-will and that nothing in this document creates a contract of employment of any kind.

Employee Signature

Date

Management

Date

OFFICE MANAGER JOB DESCRIPTION

I. DESCRIPTION

You are a business card for our company. You are usually the first to deal with all of the customers and vendors. You must always portray the image and ethics of our company in everything you do. Customer satisfaction will depend on your people skills.

The primary function is to integrate between the customer, technician, and vendors while maintaining control and an orderly environment.

We must always keep the customers' best interest in mind while remembering we are the professionals hired by them to identify and repair their vehicles' problems.

You are the primary receptionist. You must understand our industry to be able to instill confidence in our technical ability and competence. You will need to always portray a professional appearance and attitude, both in person and on the telephone. This includes all contacts: customers, employees, vendors, outside sales, etc.

The primary task of the office manager is to organize and care for paper workflow for the company. This includes, but is not limited to, the following:

- Accounts receivable
- Payroll reporting
- Local company taxes
- General ledger skills and filing capability
- Cashier skills such as cash drawer and petty cash
- Reconciliation of bank statements and vendor statements
- Credit card transactions
- Proper phone skills
- Computer literacy

II. QUALIFICATIONS

A. General

1. A positive attitude and personality are necessary. Must be able to communicate effectively with customers, work with the public, and maintain a positive attitude in stressful environments.

2. Work with minimal supervision.
3. Earn the trust of co-workers, vendors, and customers
4. Open to learning new skills
5. Ability to cope in a stressful environment and during periods of stress and tension

B. Specific

1. High school diploma required
 2. Good skills and knowledge of computers and Microsoft Office products including Word, Excel, and Publisher
 3. Knowledge of standard office equipment: calculator, multi-line phone system, and copier
 4. Must be able to type 40 words per minute
 5. Minimum of four years' experience in customer relations or similar position
 6. Valid [your state] driver's license
 - a. No more than two MINOR moving violations in the last three years
 - b. No MAJOR violations in the last five years
 7. Ability to work extra hours when required or needed
 8. Able to lift 20 pounds
-

III. EXPECTATIONS

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Casual dress attire is required.
3. Hair must be cut, styled, and worn in a fashion acceptable for professional business attire.

B. Attendance

1. Show up and be ready to work at the scheduled time on each day scheduled to work.
 2. Requests for time off from normally scheduled work times or days must be received in writing at least two weeks in advance.
-

3. Exceptions for unforeseen circumstances with priority are acceptable with notification at the earliest possible opportunity.
4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.
5. Except for an emergency, personal phone calls, visits, or answering text messages are not allowed except during lunch breaks or after working hours.
6. Attend weekly shop meetings as required by management
7. When calling in sick, call before your start time.

C. Ethics

Everyone is expected to operate with honesty, ethics, and integrity in all aspects of their job.

D. Attitude

1. Each part of your job is extremely important and must be completed with accuracy, professionalism, pride, and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees must communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitude must be open and positive at all times.
5. Promote positive morale in the office and shop.

E. Training

Attend self-improvement seminars and job-specific training as necessary to continually improve and grow in job skills, as directed by management.

F. Etiquette

1. Must be able to speak, read, and write proper English legibly with no slang, racial slurs, etc.
2. Good communication skills, manners, tact, polite language and gestures (even under pressure, stress, or frustration)
3. Good listening skills

G. Other

1. Good organizational skills: desk, documents, people, procedures, etc.

-
2. Able to analyze the facts and make a decision
 3. Good problem-solving ability
 4. Report problem areas to management.
 5. Notify any illegal activities to management immediately (i.e. drug use, theft, etc.).
 6. If you are here, answer the phone. Answer telephones promptly and courteously.
-

IV. DUTIES AND RESPONSIBILITIES

A. General Duties

1. Follow company procedures and policies, as well as written and verbal instructions.
2. Oversee that the reception area is in a clean, orderly fashion:
 - a. Oversee that the trash gets emptied as necessary.
 - b. Oversee that the bathroom gets cleaned and supplies furnished for customers as necessary.
3. Facilitate special customer needs:
 - a. Vehicle or customer pickup or delivery
 - b. Towing arrangements as necessary
 - c. Rental car arrangements as necessary

B. Specific Duties

1. Assist in overseeing the finances of the company
2. Schedule all appointments.
 - a. Engage in the slow day plan when a slow day exists or is upcoming.
 - b. Make appointments for any call-in estimates explaining the importance of test before repair.
 - c. Greet customers when you are within 10 feet.
3. Identify and report problem areas and policy or procedure violations
4. Research customer history on all appointments for additional service, recommended repairs, or problem trends.
5. Ensure that all future appointments are called

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record and have read and understood this policy in its entirety. I understand that my employment is at-will and that nothing in this document creates a contract of employment of any kind.

Employee Signature

Date

Management

Date

FACILITIES ASSISTANT JOB DESCRIPTION

I. DESCRIPTION

A. Clean Up (Primary function)

Keep the facility looking pristine. Daily cleanup of the bathroom and shop areas. Will include assessment and necessary operations to keep each area looking professional, organized, and first-class. This includes moping, dusting, and detail clean up as necessary to maintain the proper image.

B. Production Assistance (Secondary function)

1. Mechanics Helper

Aid the mechanics in production. Provide necessary assistance to mechanics to improve production as much as possible. This includes cleaning parts, cleaning and putting tools away, keeping equipment cleaned and stored properly, wiping spills, stocking inventory orders, aiding in repair operations or parts installation, and minor repair operations as capable.

2. Service Advisor Assistant

Aid in Repair Order documentation: VIN, mileage, and production date. Order and pick up parts. Pick up and or delivery of customer or vehicle. Shuffle vehicles in the lot. Clean snow and ice from the vehicle before customer pickup.

C. Special Projects (Third function)

Carry out any special projects identified by an officer, service advisor, or mechanics. This includes building maintenance or improvements, yard maintenance or improvements, equipment maintenance, detail customers' vehicles after maintenance, wash and wax officers' vehicles, data entry, inventory maintenance, etc.

II. QUALIFICATIONS

- Valid [your state] driver's license
- No more than two MINOR moving violations in the last three years
- No MAJOR violations in the last five years
- Pass a drug test
- You must be insurable by our insurance carrier.

III. EXPECTATIONS

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Clean uniform must be worn if provided. All missing buttons, patches, tears, or permanent stains must be tagged for repair.
3. Hair must be cut, styled, and worn in a fashion acceptable for professional business attire.

B. Attendance

1. Show up and be ready to work at the scheduled time on each day scheduled to work.
2. Requests for time off from regularly scheduled work times or days must be received in writing at least two weeks in advance.
3. Exceptions for unforeseen circumstances with priority are acceptable with notification at the earliest possible opportunity.
4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.
5. Except for an emergency, personal phone calls, visits, or answering text messages are not allowed except during lunch breaks or after working hours.
6. Attend weekly shop meetings as required by management
7. When calling in sick, call before your start time.

C. Ethics

Everyone is expected to operate with honesty, ethics, and integrity in all aspects of their job.

D. Attitude

1. Each job is extremely important and must be completed with accuracy, professionalism, pride, and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees must communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitudes must be open and positive at all times.

IV. DUTIES AND RESPONSIBILITIES

A. Follow company procedures and policies, as well as written and verbal instructions.

B. Daily:

- Check all plants for water.
- Purge water from air tank and water separator.
- Clean wash sink.
- Empty all trash cans as necessary.
- Clean posthole on front gate as necessary.
- Thoroughly clean shop bathroom.
- Clean workbenches as necessary.
- Clean oil pans as necessary.
- Clean oil spills and shop floor as necessary.

C. Weekly:

- Clean all doors, knobs, and handles.
- Wipe down all shop equipment.
- Wipe down all toolboxes.
- Wipe down all workbenches.
- Pick up lot.
- Clean lot.

D. Special projects

- Clean windows on customer's vehicles.
- Vacuum customer's vehicles.
- Wash officer's vehicles.
- Wax officer's vehicles.

ASSESSMENT OR REVIEW CRITERIA

A. Productivity

- Amount of work done each day
- How many items on the to-do list are completed each period?

- Ability to identify what work needs to be done
- Ability to identify extra items that need attention and the execution of those functions
- Able to provide productive assistance to technicians and service advisor
- Hustle every day, in every function. (Hustling shows a true interest in the position and attitude at accomplishing as much as possible. It provides an image that is a reflection of your whole work ethic.)

B. Quality

- Was it done as best as possible?
- Was it done as expected?
- Were all issues addressed?

C. Attendance

- At work every day as agreed upon
- Meet the minimum required weekly hours
- On time for work each day
- Willing to work extra days as necessary
- Obtain permission for time or days off when necessary

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record and have read and understood this policy in its entirety. I understand that my employment is at-will and that nothing in this document creates a contract of employment of any kind.

Employee Signature

Date

Management

Date

SHUTTLE DRIVER JOB DESCRIPTION

I. DESCRIPTION

You are a business card for our company. You are the person that earns our credibility with our customers and vendors. You must always portray the image and ethics of our company in everything you do. Customer satisfaction will depend on your professionalism that is applied in everything that you do. We are the professionals the customer is entrusting with their second largest investment.

II. QUALIFICATIONS

- Valid [your state] driver's license
- No more than MINOR moving violations in the last three years
- No MAJOR violations in the last five years
- Pass a drug test and background check

III. EXPECTATIONS

A. Appearance

1. Appearance must be clean and neat, promoting a professional business image.
2. Clean uniform must be worn if provided. All missing buttons, patches, tears, or permanent stains must be tagged for repair.
3. Hair must be cut, styled, and worn in a fashion acceptable for professional business attire.

B. Attendance

1. Show up and be ready to work at the scheduled time on each day scheduled to work.
2. Requests for time off from normally scheduled work times or days must be received in writing at least two weeks in advance.
3. Exceptions for unforeseen circumstances with priority are acceptable with notification at the earliest possible opportunity.
4. Time at work is for producing work. Time spent visiting with fellow employees must be kept at a minimum.

5. Except for an emergency, personal phone calls, visits, or answering text messages are not allowed except during lunch breaks or after working hours.
6. Attend weekly shop meetings as required by management
7. When calling in sick, call before your start time.

C. Ethics

Everyone is expected to operate with honesty, ethics, and integrity in all aspects of their job.

D. Attitude

1. Each job is extremely important and must be completed with accuracy, professionalism, pride, and integrity.
2. Foresight and thought must be applied to each function, procedure, or requirement of the job.
3. All employees must communicate openly and effectively all concerns and problems with each other and/or management.
4. Attitudes must be open and positive at all times.

IV. DUTIES AND RESPONSIBILITIES

Follow company procedures and policies, as well as written and verbal instructions.

- Take and pick up customers as needed.
- Pick up parts as needed.
- Return parts to vendors.
- Clean shuttle inside and out.
- When receiving parts, turn in paperwork into the service advisor or office manager.
- Put up inventory.
- Sweep front porch.
- Straighten front room.
- Dust the car case, window sills, and table, using electronic computer cleaner only.
- Clean glass entrance with Windex as needed inside and out.
- Spot clean carpets.

-
- Watch for and clean spots on walls, door facing, and floors.
 - Clean kitchen:
 - Wash and put away dishes.
 - Clean inside of the microwave.
 - Wipe down the counter and sink.
 - Clean and straighten bathroom:
 - Clean mirror with Windex.
 - Wipe down the sink.
 - Clean toilet.
 - Change air conditioner filters (2) as needed.
 - Clean box I.D. cards.
 - At the end of the day, empty office trash and put in the dumpster located at the back of the lot.

The company reserves the right to modify this job description as business needs require.

I have received a copy of this policy for my record and have read and understood this policy in its entirety. I understand that my employment is at-will and that nothing in this document creates a contract of employment of any kind.

 Employee Signature

Date

 Management

Date

WRITTEN COMPENSATION PACKAGE

A written compensation package gives a new employee the opportunity to share the details of your compensation with their family. It affords you, the shop owner, the opportunity to build value in the overall benefits of working for you versus the competition. I have included two examples of compensation packages—one for automotive technicians and one for a service advisor. **Pay close attention to the words in bold, and be sure they are included in anything you have in place.**

Terms to know:

- A. Base Pay – the amount reflected in the compensation package as an expected and known amount by the employee
- B. Regular Rate – The actual rate per Hour determined by all compensation divided by hours spent benefiting the employers.
- C. Half Time Premium Pay – DOL term for what you and I call Overtime.
- D. Normal Working Hours – The work hours your employees normally work even if it's a day you are not open for business like a Saturday or a Sunday.
- E. Production Earnings – The amount of dollars earned shown in the RRC above base pay

AUTOMOTIVE TECHNICIAN COMPENSATION PACKAGE

JANUARY 2019

ASE Automotive Technicians employed by [YOUR COMPANY NAME] are the industries' finest professionals in the automotive industry. [YOUR COMPANY NAME] values the achievements and knowledge these professionals have gained in achieving certification. As an effort to support these professionals, we will continue to provide them with ongoing training, state-of-the-art equipment, and opportunities to advance both their skills and careers while providing a safe and wholesome

work environment in which to thrive. The following material outlines the compensation packages offered by [YOUR COMPANY NAME].

BASE PAY AND PRODUCTION EARNINGS

Your base pay now stands at _____ an hour **with production earnings** equal to not less than _____ per billed hour.*

MONTHLY SURVEY BONUS

All 5-star surveys are worth \$10 each, and 4-star are worth \$7 each. The total will be split between all eligible employees **and included in total compensation for overtime purposes.**

PRIZE WHEEL

An opportunity to spin the prize wheel as recognized by management as a discretionary bonus based upon job performance and at the discretion of management.

HOLIDAY PAY

To be eligible for holiday pay, the technician must have been employed with [YOUR COMPANY NAME] for at least ninety days before the holiday. To receive holiday pay, you must be present on the scheduled working day immediately preceding the holiday and the scheduled working day immediately after the holiday. Should any of the approved holidays of [YOUR COMPANY NAME] fall within your scheduled vacation week, they will be charged as part of your vacation. [YOUR COMPANY NAME] will observe the following holidays:

- New Year's Day
 - Memorial Day
 - Independence Day
 - Labor Day
 - Thanksgiving Day
 - Christmas Day
-

VACATION AND PERSONAL DAY PAY

Vacation Pay is calculated by your current rate of pay. Technicians are eligible for one week of vacation after one continuous year of service. After three years of continuous service, techs are eligible for two weeks of vacation. **Vacation pay does not contribute toward overtime hours.**

* If paying flat rate, leave it as written. If paying hourly, change to: **Your base pay now stands at _____ an hour plus production earnings.**

Personal Days (PTO) are accumulated at three days per calendar year. Personal days are paid at the current rate of pay. **If the days are not used, they are paid at the end of the year as non-working time.**

Vacation and PTO time are to be requested off only after looking at the calendar. Production staff can only have one person off at a time for vacation. PTO request forms must be filled out and approved before time is taken off.

PTO and Vacation Days are paid at \$ _____ a day.

TRAINING

Several continued education opportunities for advancing your skills will be presented as you are employed by [YOUR COMPANY NAME]. When attending classes the technician is expected to wear a clean uniform. **When a full day is required for training during normal working hours, you will be paid the same as vacation pay or minimum wage, whichever is greater.** Any expenses incurred by the company for training on your behalf are paid in full; however, if you leave the company within one year of the training, you are responsible for that expense.

Any required training outside of normal working hours will be paid at a training rate of minimum wage for class time.

ASE COMPENSATION

\$0.80 per certification IN FIELD OF EMPLOYMENT. Recertification must be maintained to receive continued base pay. Each ASE certification is worth a one-time \$100 bonus. As an L1 you will be paid a one-time bonus of \$500. **Either is included in the total compensation for overtime purposes.** Recertifications are not paid an achievement bonus but are required to maintain the current pay scale.

REFERRAL BONUS

For every customer referred to us by a [YOUR COMPANY NAME] technician, whereby services are performed and charges are accrued, the tech will earn a \$20.00 referral bonus for each first-time occurrence. **This is included in total compensation for overtime purposes.**

EXEMPLARY PERFORMANCE

This reward is given to technicians whose great ideas and problem-solving remedy is implemented and has saved the company money or increased sales. The amount of the bonus will be determined based on the benefit of the idea and solely at **the discretion of management.**

BENEFITS

WORKER'S COMP

[YOUR COMPANY NAME] has established Worker's Comp insurance comparable to the industry standard in the event of injuries occurring as a direct result of the job. There is a worker's comp procedure that must be followed to assure accurate and timely processing of all workers' comp claims. We have made sure of the company's claim payment history to be trouble free.

UNIFORMS

All [YOUR COMPANY NAME] Employees are required to wear company-mandated uniforms every day that he/she performs service at [YOUR COMPANY NAME]. Eleven uniforms per week are provided. The professionalism we display of our industry is one of the positive ways we market the difference in using [YOUR COMPANY NAME] versus any other repair facility.

HEALTH INSURANCE

[YOUR COMPANY NAME] pays _____ % of employee health insurance. If the employee would like additional coverage for him/herself or other family members, the employee may pay the difference. Combined with the life insurance premium, there is a \$ _____ a month company liability cap on this premium.

LIFE INSURANCE

Life insurance is paid at 70% by [YOUR COMPANY NAME]. [YOUR COMPANY NAME] currently provides \$15,000 coverage on every employee of [YOUR COMPANY NAME]. Additional amounts are available with the employee paying the difference.

DENTAL COVERAGE

Coverage is through Delta Dental, and interested employees should speak with the office for current policy premiums.

SUPPLEMENTAL INSURANCE

Liberty National, a supplemental insurance plan, is available and paid by the employee. AFLAC is also available.

SALARY PROTECTION

[YOUR COMPANY NAME] has purchased salary insurance, which in the event that the business is destroyed by fire or tornado, the employees will be paid their average salary for up to one year.

RETIREMENT BENEFITS

[YOUR COMPANY NAME] offers a 401k retirement plan. The company matches \$1 of EACH \$1 on the first 3% of your salary, plus 50 cents of each \$1 on the next 2% of your salary. These matching contributions are 100% vested and apply to your elective contributions on a payroll period basis. There is a \$2 a week administration fee.

TOOL INSURANCE

The technician's tools play a vital role in the type of work they are able to do and in the amount of time it may take him/her to do it; therefore, [YOUR COMPANY NAME] offers as a security measure, insurance coverage on tools housed here at [YOUR COMPANY NAME] in the event of fire or theft. The coverage is limited to \$120,000 per event.

LOYALTY BENEFITS

After three years of employment, employees will receive free parts and labor on LOFs on their primary "ride-to-work" automobile. After five years of continuous service, in addition to normal vacation pay, an additional benefit will be provided to reimburse you for an actual vacation of up to \$1000.

EMPLOYEE REVIEW GUIDELINES

AREAS OF RESPONSIBILITY

- Bay cleanliness
- Repair and service of assigned vehicles
- Proper paper workflow

AREAS OF ACCOUNTABILITY

- Customers' cars properly serviced and cared for
 - Accurate clock time of actual hours
-

JOB PARAMETERS

- Come to work on time, each day
 - Make accurate and appropriate recommendations
 - Complete all assigned tasks
 - Assist other employees as needed
-

LEVEL OF EXPECTATIONS

- Do not talk negatively about our industry, other employees, or owner. If there is an issue to be discussed, it is to be discussed with the individual concerned.
 - Be here ready to work at 7:30 a.m.
 - Respond to the direction given by the general manager and owner
 - Assist the company in overall operations
-

COMPANY OBJECTIVES

- Provide good, ethical automotive service to the motoring public
 - Be profitable
-

GOAL FOR NEXT PERIOD

- 45 billed hours per week
-

HOW WE MONITOR PERFORMANCE

- Billed hours per Repair Order
- A clean work area
- Surveys received
- Productivity and efficiency

I have read and accept this Compensation Package.

Employee Signature

Date

Management

Date

SERVICE ADVISOR COMPENSATION PACKAGE

JANUARY 2019

ASE Automotive Service Advisors employed by [Your Company Name] are the industries' finest professionals in the automotive industry. [Your Company Name] values the achievements and knowledge these professionals have gained in achieving certification. As an effort to support these professionals, we will continue to provide them with ongoing training, state-of-the-art equipment, and opportunities to advance both their skill and careers while providing a safe and wholesome work environment in which to thrive. The following material outlines the compensation packages offered by [Your Company Name].

BASIC COMPENSATION

Base hourly pay is \$_____ an hour **but not less than a production earning** equal to. (Explain how you calculate weekly pay here.)*

BONUS PLAN

(Explain your bonus plan here.)

SURVEYS RECEIVED

All 5-star surveys are worth \$10 each, and 4-star are worth \$7 each. The total will be split between all eligible employees **and included in total compensation for overtime purposes.**

PRIZE WHEEL

An opportunity to spin the prize wheel as recognized by management as a discretionary bonus based upon job performance and at the discretion of management.

HOLIDAY PAY

To be eligible for holiday pay, the advisor must have been employed with [YOUR COMPANY NAME] for at least ninety days prior to the holiday. Under this

* Whatever way you have created the SA pay structure enter it here. It only needs to be detailed enough to be understood. for example: **4% of gross profit produced**

pay plan, the service advisor is paid \$ _____ per day. To receive holiday pay, you must be present on the scheduled working day immediately preceding the holiday and the scheduled working day immediately after the holiday. Should any of the approved holidays of [YOUR COMPANY NAME] fall within your scheduled vacation week, they will be charged as part of your vacation. [YOUR COMPANY NAME] will observe the following holidays:

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Thanksgiving Day
- Christmas Day

VACATION AND PERSONAL DAY PAY

Under this vacation pay plan, the advisor is paid \$ _____ a day. Service advisors are eligible for one week vacation after their one continuous year of service. After three years of continuous, service advisors are eligible for two weeks of vacation leave time. **Vacation pay does not contribute toward overtime hours.**

Personal Days (PTO) are accumulated at _____ days per calendar year. Under this pay plan, a service advisor is paid \$ _____ a day. If the days are not used they are paid as a bonus at the end of the year. **If the days are not used they are paid at the end of the year as non-working time.**

Vacation and PTO time are to be requested off only after looking at the calendar and no more than two employees can be off on any one day. PTO request forms must be filled out and approved before time is taken off.

TRAINING PAY

An after hour training rate is paid at minimum wage for actual instructional time.

UNIFORMS

All [YOUR COMPANY NAME] service employees are required to wear company-mandated uniforms every day that he/she performs service at [YOUR COMPANY NAME]. Eleven uniforms per week are provided. The professionalism we display of our industry is one of the positive ways we market the difference in using [YOUR COMPANY NAME] versus any other repair facility.

TRAINING

Several continued education opportunities for advancing your skills will be presented as you are employed. The company pays for all training and travel expenses; if, however, within one year of any training, you leave [YOUR COMPANY NAME], for any reason, the amount paid by the company will be due to the company at management's discretion.

EXEMPLARY PERFORMANCE

This reward is given to technicians whose great idea and problem-solving remedy has been implemented and saved the company money or increase sales. The amount of the Bonus will be determined based on the benefit of the idea, and solely at the discretion of management.

BENEFITS

RETIREMENT

[YOUR COMPANY NAME] offers a 401k retirement plan. The company matches \$1 OF EACH \$1 on the first 3% of your salary plus 50 cents of each \$1 on the next 2% of your salary. These matching contributions are 100% vested and apply to your elective contributions on a payroll period basis. There is a \$2.00 per week administration fee.

WORKER'S COMP

[YOUR COMPANY NAME] has established Worker's Comp insurance comparable to the industry standard in the event of injuries occurring as a direct result of the job. There is a worker's comp procedure that must be followed to assure accurate and timely processing of all worker's comp claims. We have made sure of the company's claim payment history to be trouble free.

HEALTH INSURANCE

Company pays _____% of employee health insurance. If the employee would like additional coverage for him/herself or other family members, the employee may pay the difference. Combined with the life insurance premium, there is a \$ _____ a month company liability cap on this premium. Coverage is with _____ (80/20% coverage, \$35 office visits, \$55/\$15 RX coverage, and \$1250 deductible).

LIFE INSURANCE

Life insurance is paid at _____% by [YOUR COMPANY NAME]. [YOUR COMPANY NAME] is currently paying \$_____ coverage on every employee. Additional amounts are available with the employee paying the difference.

DENTAL COVERAGE

Coverage is through Delta Dental, and interested employees should speak with the office for current policy premiums.

SUPPLEMENTAL INSURANCE

Liberty National, a supplemental insurance plan, is available and paid by the employee. AFLAC is also available.

SALARY PROTECTION

[YOUR COMPANY NAME] has purchased salary insurance, which in the event that the business is destroyed by fire or tornado, the employees will be paid their average salary for up to one year.

LOYALTY BENEFITS

After three years of employment, employees will receive free parts and labor on LOFs on their primary “ride-to-work” automobile. After five years of continuous service, in addition to normal vacation pay, an additional benefit will be provided to reimburse you for an actual vacation of up to \$1000.

EMPLOYEE REVIEW GUIDELINES

AREAS OF RESPONSIBILITY

- The front office
 - All aspects of customer interaction
 - Proper paper workflow
 - Cost code management
 - Handling policy and procedure of the company
 - Building trust with our customers
-

AREAS OF ACCOUNTABILITY

- Gross sale targets
 - Billed shop hours
 - Shop productivity
 - Building trust with our customers
-

JOB PARAMETERS

- Being here on time each day
 - Making accurate and appropriate recommendations and estimates
 - Completing all assigned tasks
 - Assisting other employees as needed
 - Building trust with our customers
-

LEVEL OF EXPECTATIONS

- Do not talk negatively about our industry, other employees or owner. If there is an issue to be discussed, it is to be discussed with the individual concerned or with your immediate supervisor if needed.
 - Be here and 100% ready to work at 7:15 a.m. and have a ticket for each technician in their box by 7:30. a.m.
 - Maintain a high level of customer satisfaction and profit margins
 - Assist company in overall operations
 - Answer phones, set future appointments
 - Build trust with our customers
-

COMPANY OBJECTIVES

- Build trust with our customers
- Provide good ethical automotive service to the motoring public
- Be profitable

MINIMUM GOALS FOR NEXT PERIOD

- \$15,000 a week per advisor
 - \$515 average Repair Order
 - 40 cars a week
-

REWARDS FOR GOALS MET

- Weekly compensation and bonus opportunities
-

HOW WE MONITOR PERFORMANCE:

- Weekly sales/gross profit
- \$ per Repair Order
- Hours per Repair Order (4.0)
- Surveys CSI

I have read and accept this Compensation Package.

Signature: _____ Date: _____

REGULAR RATE CALCULATOR

The Regular Rate Calculator (RRC) takes all of your pay plans, incentives, training pay, and bonuses and puts them in a large bucket and determines the correct rate of pay. It is important to have a base pay that is indicated in the employee's compensation package and a description of bonuses and incentives.

At the end of each seven-day period, place the total amount earned for that period in the designated cell and the total number of hours worked shown on time keeping report. The calculator does the rest. After base pay is inputted the first time, there are only two entries required or three if after hours training took place. The steps are listed below. The calculator should be saved for each seven-day period and will reflect the wage earned per hour. Your job is to make sure that your state's minimum wage or greater is reflected in cell C8.

The RRC has been reviewed by a federal wage and hour attorney and the Department of Labor and is available as a download. You can gain access to the RRC and other documents for the automotive aftermarket through the Industry Essentials website at www.industryessentials.net. You should have received an email with a link to the page – if not, please contact us at miked@parkwayautomotive.net.

TABLE 1. REGULAR RATE CALCULATOR

| | A | B | C | D | E | F | G | H | I | J | K | L | M | N | O | P |
|----|----------------------------------|-----|-------------|-------------|-------------|------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|---|---|---|---|---|---|---|---|---|
| 1 | | | | | | | | | | | | | | | | |
| 2 | Total hours | | | Amt paid | | Enter total hours in the building including any hours over 40.00. Example: worked 45.0 hours enter 45.0 | | | | | | | | | | |
| 3 | Rate of pay | | \$ 20.00 | \$ 880.00 | | What's reflected in compensation package. Should be a lower number to avoid negative Prod earnings. | | | | | | | | | | |
| 4 | Overtime hours | | 4 | | | | | | | | | | | | | |
| 5 | Prod. Earnings | | \$ 237.83 | \$ 267.83 | | Enter all training dollars earned | | | | | | | | | | |
| 6 | Training Pay | | \$ 30.00 | | | | | | | | | | | | | |
| 7 | Total | | \$ 1,200.00 | | | This is the rate you report to payroll x 40.0 hours | | | | | | | | | | |
| 8 | Regular Rate | | \$ 26.09 | | | This is the overtime rate x the overtime hours in C4 | | | | | | | | | | |
| 9 | This Weeks O/T Rate | | \$ 39.13 | | | | | | | | | | | | | |
| 10 | Total O/T Pay-1/2 time prem. Pay | | \$ 52.17 | \$ 52.17 | | | | | | | | | | | | |
| 11 | | | | | | | | | | | | | | | | |
| 12 | Gross Pay | | | \$ 1,200.00 | \$ 1,200.00 | Enter total pay for the pay period excluding holiday and any Paid Time Off (PTO) | | | | | | | | | | |
| 13 | Holiday | hrs | Rate per HR | | | HOWEVER YOU FUND HOLIDAY PAY AND PTO DAY USE THESE CELLS - YOU CAN CHANGE IT TO FIT WHAT YOU DO - THE FORMULA MULTIPLIES B13 X C 13 - THE EXAMPLE IS 8 HOURS X \$12 AN HOUR BE SURE AND REPORT THESE SEPARATELY. | | | | | | | | | | |
| 14 | PTO TIME | 8 | 0 | 0 | | | | | | | | | | | | |
| 15 | | | | | | | | | | | | | | | | |
| 16 | Gross Wages After PTO Time | | | \$ 1,296.00 | | | | | | | | | | | | |
| 17 | | | | | | | | | | | | | | | | |
| 18 | | | | | | | | | | | | | | | | |
| 19 | | | | | | | | | | | | | | | | |
| 20 | | | | | | | | | | | | | | | | |
| 21 | | | | | | | | | | | | | | | | |
| 22 | | | | | | | | | | | | | | | | |
| 23 | | | | | | RATE OF PAY PLUS ANY BONUSES ARE USED TO DETERMINE ACTUAL REGULAR RATE | | | | | | | | | | |
| 24 | | | | | | OVER TIME IS NOW CALCULATED ACTUAL REGULAR RATE | | | | | | | | | | |
| 25 | | | | | | | | | | | | | | | | |
| 26 | | | | | | | | | | | | | | | | |
| 27 | | | | | | | | | | | | | | | | |
| 28 | | | | | | | | | | | | | | | | |
| 29 | | | | | | | | | | | | | | | | |
| 30 | | | | | | | | | | | | | | | | |

1. After you have determined total compensation for all work performed by the employee on behalf of the employer, enter that amount in cell E12.
2. Combine all hours worked and compensable, including training time, after-hours customer assistance, and time answering email and phone calls after hours.
3. Enter the total hours worked in cell C2.
4. If you have a training rate, show the total dollars for training in C6.
5. The calculator will then reflect the correct pay per hour in C8, and if there is any overtime, the correct overtime rate will be in C9.
6. Once completed, save this document named for that particular seven-day pay period.
7. If you pay every two weeks, then you add both weeks together to provide gross pay.

SEVEN DAY TIME RECORD

ACCURATE TIME RECORDS

This is the most critical part and is the one area that will lead to heavy fines for most employers. It is your responsibility to enforce accurate time records. They should be completed every seven working days regardless of when you pay. Each seven-day time recorded should be signed by the employee and manager, scanned, and stored in the cloud. An electronic time record is recommended. If you still handwrite your time, be aware that the DOL flags hand-written time cards that reflect even numbers that are divisible by four.

CONCLUSION

Making sure these four steps are in place in your business will ensure current compliance to Wage and Hour guidelines:

1. Written Job Descriptions
2. Written Compensation Package
3. Regular Rate Calculator
4. Seven Day Time Record

Also, I have spoken to a US DOL employee from the Wage and Hour division who will speak to you anonymously on the federal level. Her contact information is below. Please be sure and review your entire Wage and Hour compliance with a local state attorney.

Audrina Lange

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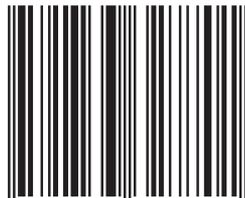
ABOUT THE AUTHOR

*M*ike began his automotive career in 1984 as a car detailer at a GMC dealership. He started working in independent shops in 1992 and opened Parkway Automotive in 1998. He joined RLO Connor's Bottom-Line Impact Group in 1999 and graduated from the Automotive Management Institute in 2000. Mike was voted Arkansas' NAPA/

ASE Technician of the Year from 2001 to 2008. He joined Elite Pro Service Peer Group in 2008 and continues to be an active member. He has been a business coach for Elite Worldwide, a published author, and a presenter at multiple conferences across the United States. He created a live interview seminar called Hiring for Keeps in 2013 and developed an automotive apprentice program approved by the United States Department of Labor in 2016. He is a member of the National Speakers Association. He is married with four grown children, resides in Alexander, Arkansas, and is a member of The Bible Church of Little Rock.



ISBN 978-1-733-32770-1



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