

**Greater Piedmont REALTORS<sup>®</sup>, INC.**



**PERSONNEL POLICY AND  
PROCEDURES MANUAL**

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## INTRODUCTION

The purpose of this manual is to provide staff members with information on policies and procedures that will help them perform their jobs most effectively. This manual contains the basic policies, practices and procedures of the Greater Piedmont REALTORS®, and is published for information and guidance of the staff member. It is not an employment contract or a substitute.

## **EQUAL OPPORTUNITY**

The Greater Piedmont REALTORS® has classified its employees in consideration of the provisions of the Federal Fair Labor Standards Act.

Greater Piedmont REALTORS® is an equal opportunity employer. It is our policy that all employees and applicants for employment be treated in a non-discriminatory manner.

It is also the policy of Greater Piedmont REALTORS® to provide all employees with a working environment free from all forms of discriminatory treatment. Harassment and intimidation of any kind are strictly prohibited. Employees who believe they are being adversely affected by any discriminatory treatment, should report such conduct immediately. The Employee Grievance Procedure may be used to report and remedy these problems; however, if the employee feels uncomfortable or threatened by reporting the problem, in this manner, the problem should be brought to the attention of the Executive Officer, or current President.

### **Sexual Harassment**

Sexual Harassment on the job is any unwelcome sexually oriented behavior, demand, comment or physical contact, initiated by an individual at the work place, that is a term or condition of employment, a basis for employment decisions, or that interferes with the employee's work or creates a hostile or offensive working environment.

## **EMPLOYEE CLASSIFICATION**

"Exempt" employees are those individuals who fill executive, administrative or professional positions, as defined by the Fair Labor Standards Act.

"Non-exempt" employees are those individuals who fill secretarial, clerical or support positions and who do not meet the criteria for exemption from the Fair Labor Standards Act.

### **Part-time / Full-time Status**

Full-time employees are those who are scheduled to work 40 hours per week on a regular basis. Such employees are entitled to the benefits set forth in this manual. Employees who are scheduled to work less than 40 hours per week are considered part-time employees and they are not entitled to the benefits set forth herein.

### **Temporary Personnel**

All temporary employees are ineligible for benefits otherwise available to permanent, full-time employees.

## **PERFORMANCE EVALUATION AND REVIEW**

Performance is evaluated on an annual, calendar year, with a formal feedback and review session toward the end of the year. Newly hired staff members will be reviewed, with feedback after 30 days; 90 days; and possibly other reviews at the 180 day-mark in their first year. After that, they will move to the annual review schedule. Performance reviews will be documented in writing and signed by the employee and reviewer.

The basis of the evaluation is the standards of performance as described in the job description. Job descriptions provide a list of checkpoints which identify the major functions and activities that must be accomplished and specific areas of accountability and responsibility.

The Executive Committee will evaluate the executive officer and the executive officer will evaluate the remaining staff. The performance reviews of the staff may be subject to review by the Executive Committee.

## **Salary**

Salaries are reviewed annually after the annual performance evaluations. Review is not synonymous with an increase. Annual salary adjustments are a function of performance, cost of living changes, promotions and current salary. A cost of living increase is a measure used to keep salary ranges and current compensation competitive. Salary adjustments will be made subject to constraints of the budget authorization of the Greater Piedmont REALTORS® Board of Directors.

Salary adjustments, if granted, will take effect the first pay period of January. Staff members hired after January 1 will not receive a salary adjustment with the interim review, but will be eligible for an increase at annual review time.

## **Disciplinary Action**

Greater Piedmont REALTORS® will make reasonable efforts to provide a working environment that is both comfortable and conducive to productivity. While you will be kept informed of your performance through the performance evaluation review, you may also receive other less formal comments regarding your performance from time to time. Performance deemed unsatisfactory by your supervisor will result in disciplinary action. Any violation of the standards of conduct set forth in this manual will result in disciplinary action.

If discipline becomes necessary, any of several steps may be taken to correct or resolve the problem. These steps, arranged in order of their severity, are:

1. Verbal Warning
2. Written Warning
3. Probation
4. Suspension
5. Termination

The decision on which step to take will be made on a case by case basis, depending upon the circumstances (such as the nature of the violation or performance problem, its seriousness, frequency and employee's record). You must understand, however, that discipline, including discharge, shall be determined by the Executive Officer and may be reviewed by the Executive Committee. Discipline of the Executive Officer will be determined by the Executive Committee with the final approval by the Board of Directors.

### Verbal Warning

- a. Meet with the employee
- b. Explain the nature of the violation or the performance problem. Discuss the problem and its resolution with the employee.
- c. Describe the future behavior you will expect of the employee.
- d. Note the date, time and content of the conversation in writing. File in the employee's file.

### Written Warning

- a. The facts involved or the performance problem will be described in detail in written memorandum.
- b. Employee will be asked to sign the memorandum. This will show that the employee has received, acknowledged and understood the memorandum. It does not mean that the employee agrees with the contents.
- c. Employee will be allowed to make a written response. This will be filed in the employee's file.

### Probation

(This will only be used if verbal and written warnings do not result in improved behavior and work performance.)

- a. Memorandum will be sent to employee explaining why they are being put on probation.
- b. Meet with employee and discuss contents of the memorandum.
- c. Employee will sign the memorandum to acknowledge receipt and understanding.
- d. Employee is allowed to make a written response. File in employee's file.

### Suspension

Suspension may be used when an incident warrants immediate action. In such a case, an employee may be suspended without pay for a specified period of time, pending investigation of the occurrence.

### Termination

Termination may result from failure to improve behavior or serious employee problems, and/or violations of our Personnel Policy.

## **Employee Grievance Procedure**

Any grievance you may have with your job duties and responsibilities, official policy or operating procedures, or with the manner in which you are directed should be brought to the attention of the Executive Officer. If your grievance cannot be satisfactorily resolved between you and the Executive Officer, you should submit your grievance, preferably in writing, to the Executive Committee of the Greater Piedmont REALTORS® Board of Directors.

## **Confidentiality**

Greater Piedmont REALTORS® will keep your salary confidential and will not disclose it to others outside of management unless such disclosure is specifically authorized by you. Staff shall not discuss their salaries with other employees. Your salary is established by the Executive Officer

with the review by the Executive Committee upon approval of the budget by the Board of Directors. The Executive Officer's salary will be established by the Executive Committee. All salary adjustments reflected in the annual budget will take effect on January 1 of each year.

## **THE WORK ENVIRONMENT**

Sound business practices are applied in the management of the Association, including employee time and attendance requirements. The following policies are designed to allow every employee reasonable consideration in regard to attendance and time off from work.

### **Working Hours**

Greater Piedmont REALTORS®'s business hours are 8:00 a.m. to 5:00 p.m. Monday through Friday.

Full time employees work 40 hours weekly, and part time employees work 15 or 20 hours weekly. Full time employees will work Monday through Friday, 8:00am to 5:00pm. Part time employees will work 15 or 20 hours weekly, as negotiated, (@ 3 or 4 hours a day), except those weeks when the Greater Piedmont REALTORS® office is closed. For those weeks, part time employees can work extra hours on the days open to meet their 15 or 20 hours weekly.

### **Punctuality and Attendance**

Full time Employees shall be fully prepared to begin work at 8:00 a.m, or their designated start time. Part time Employees shall be fully prepared to begin work at 11:00am, unless otherwise negotiated with the Executive Officer. If you are ill, or must be absent because of an emergency, you are directed to call, or have someone call, the Executive Officer as early as possible. If the Executive Officer is sick, he/she will call the Association office to notify staff, and the current President.

### **Lunch Period and Work Breaks**

A 60-minute break will be allowed for lunch for full time employees. Part time employees may opt to take a 30-minute; 60-minute; or otherwise designated lunch period as negotiated with the Executive Officer. Employees must be relieved from duty for the purpose of lunch periods. If an employee is going out for lunch, it must be coordinated with other employees so that the Greater Piedmont REALTORS® office will be staffed at all times.

Work Breaks - Employees may use their discretion regarding taking a work break (typically, a 15 minute break) to allow for individual needs and the work flow of the day, as long as, there is coverage in the office/phones. These breaks will be counted as hours worked, however unauthorized extensions will not be counted as work time.

### **Inclement Weather Policy**

If Fauquier County government offices are closed due to extreme weather (such as heavy snow and ice), the Greater Piedmont REALTORS® office will also be closed. The county government codes are:

Red – Closed   Blue – Open/Employee liberal leave   Green – Open

In the event the office is officially closed, every effort will be made to notify the membership as soon as possible.

For full time employees - When Greater Piedmont REALTORS® offices are officially closed, the day will be treated as a paid holiday. In the event that the office has a delayed opening, you will be paid for hours not worked until your arrival.

For part time employees – When the Greater Piedmont REALTORS® office is closed, you may opt to work the 15 hour or 20 hours during the remainder of the week, or unpaid time for hours not worked.

If the office is open, it is your responsibility to come to work. If you feel that you need to stay at home, you may use annual vacation leave (full time) or unpaid leave (part time).

### **Pay Period/Payday**

Payday at Greater Piedmont REALTORS® is every other Friday with pay being deposited directly to employees' checking account.

### **Payroll Deductions**

Social Security and federal and state income taxes are automatically deducted from your paycheck.

### **Overtime**

Some employees may be required, on occasion to work beyond regular hours or on weekends.

### **Non-Exempt**

If you are a non-exempt employee, overtime work must be authorized in advance by the Executive Officer. Such work may be performed only in the office or at an Association meeting unless previously authorized by the Executive Officer.

If you are a non-exempt employee and are required to work in excess of 15 or 20 hours (part time) or 40 hours (full time) during a regular work week, you will be compensated at one and one-half times your hourly pay rate for all hours worked in excess of 40 hours.

### **Exempt**

If you are an exempt employee, you are not entitled to payment for overtime, under the provisions of the Fair Labor Standards Act. Exempt employees are expected to work the necessary hours to complete the responsibilities required of their position.

Authorized hours in excess of 40 hours in any work week may earn compensatory time. Compensatory time must be taken during the calendar year in which it is earned.

### **Holidays**



The Greater Piedmont REALTORS® office observes nine (10) holidays and one (1) ‘Floating’ holiday\* for full-time employees only. Part time employees do not get paid for holidays. Part time employees may opt to work the 15 hours or 20 hours during the remainder of the week, or unpaid time for hours not worked on the Holiday(s).

New Year’s Day	January 1
President’s Day	Third Monday in February
Easter Monday	Monday – day after Easter
Memorial Day	Last Monday in May
Juneteenth	June 19
Independence Day	July 4
Labor Day	First Monday in September
Thanksgiving Day	Fourth Thursday in November
Day after Thanksgiving	Fourth Friday in November
Christmas Day	December 25
Day prior/after Christmas*	December 24 or 26

\*To be determined by the Executive Officer each year

Any holiday that falls on Saturday is observed on the preceding Friday. Any holiday that falls on a Sunday is observed on the following Monday. \* Employee may schedule floating holiday subject to approval by Executive Officer.

## Annual Leave

Full-time employees only are eligible to earn annual leave based on length of employment, with a maximum of 15 days per year. The rate at which you earn annual leave will increase on the anniversary date of your employment as follows:

<u>Months of employment</u>	<u>Day per Year</u>
90 days to 12 months service	5 days
1 year to 2 years of service	5 days
2 years to 3 years of service	10 days
3 years to 6 years of service	13 days
7 years to 10 years of service	15 days
11 years to 15 years of service	20 days
16 years plus	25 days

Requests for annual leave should be requested via the Leave Request form, obtain approval, notification to the Accountant, and filed in the personnel folder.

## Sick Leave/Personal Leave

Sick/Personal leave is eligible for full time employees only. This leave is defined as any reasonably unavoidable absence from work to include, but not limited to illness (staff member only), car trouble, funerals, moving, doctor’s appointments, or other special circumstance which oblige the staff member to miss work, report to work late, or leave early. Any reasonably unavoidable absences from work will be applied against the sick/personal leave entitlement. This policy is not designed to be additional vacation, and therefore cannot be used to replace or otherwise extend earned vacation time.

During the period of January 1 to December 31, full-time staff only will be entitled to sick/personal leave of 48 hours. These hours are earned at the rate of 4 hours per month of service from the commencement of employment. Absences, which exceed 48 hours, will be counted as vacation unless, with the prior approval of the Executive Officer, a leave of absence without pay will be granted. You will not receive payment for unused sick leave upon the termination of your employment with Greater Piedmont REALTORS®. Accumulated sick/ personal leave may not be carried over from year to year in excess of six (6) days or 48 hours.

Requests for sick/personal leave should be requested via the Leave Request form, obtain approval, notification to the Accountant, and filed in the personnel folder.

### **Maternity Leave**

An absence because of pregnancy will be treated like any other medically certified, temporary disability. It is chargeable to sick leave or any combination of sick leave, annual leave and leave without pay. Employees (both full-time and part-time) are requested to submit written notice for maternity leave indicating the type of leave, approximate dates and anticipated duration of absence from work. This will allow the Association to take necessary action for staffing adjustments to compensate for the absence. Barring medical complications, the duration of maternity leave will not exceed one month. Maternity leave must be coordinated in advance with the Executive Officer and Executive Committee.

An employee who does not intend to return to employment is requested to submit a resignation as soon as possible. If the employee does not return within 45 days of commencement of leave, the employee may be replaced.

Requests for maternity leave should be requested via the Leave Request form, obtain approval, notification to the Accountant, and filed in the personnel folder.

### **Court Leave**

If you are subpoenaed to appear in court as a witness or are called for jury duty, you will be granted paid leave. Greater Piedmont REALTORS® will pay you the difference between any fees you receive for jury duty and your regular salary, up to a maximum of 10 days per calendar year.

Requests for court leave should be requested via the Leave Request form, obtain approval, notification to the Accountant, and filed in the personnel folder.

### **Leave Without Pay**

If you do not have sufficient annual or sick leave to cover a necessary absence, you may be granted leave without pay for up to one month. This must be approved by the Executive Officer (subject to review by the Executive Committee). Executive Committee must approve leave without pay for the Executive Officer. Annual and sick leave do not accrue during the period of leave without pay.

Requests for leave without pay should be requested via the Leave Request form, obtain approval, notification to the Accountant, and filed in the personnel folder.

## **EMPLOYEE BENEFITS**

For full-time employees:

### **Workers Compensation (available to all employees)**

Greater Piedmont REALTORS® employees are covered by the Virginia compensation act. In case of injury by accident or notice of an occupational disease, the employee should immediately notify the Executive Officer for direction on how to file notice with the Workers Compensation Commission.

## **REIMBURSABLE EMPLOYEE EXPENSES**

Any authorized expenses which you incur on behalf of the Association will be reimbursed to you upon submission of a Greater Piedmont REALTORS® Travel Expense Report. You must sign the report and attach copies of any expense statements or receipts to the report.

### **Travel**

You will receive reimbursement for the authorized use of your personal vehicle for Association business. Such reimbursement shall be for the actual miles traveled times the current IRS rate. You will not be reimbursed for mileage for attending to GPPAR business in the town where the Association office is located.

Staff members traveling by air shall travel coach class with upgrade to Economy Plus seating or one next level upgrade on flight legs at 2.5 hours +. Airline tickets should be secured in a manner to allow for the lowest possible ticket price.

The actual cost of your meals, including tips, while traveling for or attending meetings for the Association should be added to your hotel bill, when appropriate and possible. Otherwise, an accurate record of meal expenses should be maintained and submitted with a Greater Piedmont REALTORS® Expense Report.

## **TERMINATION**

All employment with Greater Piedmont REALTORS® shall be considered as employment at will. No employee of Greater Piedmont REALTORS® is employed for any specific duration of time. An employee may terminate employment without loss of salary or pay for accumulated vacation time by giving two weeks' notice in writing to their supervisor. If the Association decides to terminate an employee, it will usually give the employee two weeks prior notice.

## **PERSONAL CONDUCT**

The staff of Greater Piedmont REALTORS® projects the image of Greater Piedmont REALTORS® to its members. For that reason, all employees are expected to enhance that image by taking pride in the services each employee provides. Greater Piedmont REALTORS® expects you to display good judgment, diplomacy, and courtesy when you deal with members of the Association and the public and to adhere to the highest standards of personal and professional ethics.

## **Respect for Individuals**

Employees are expected to treat others with respect and dignity, valuing individual and cultural differences.

## **Dress Code and Appearance**

Each employee is expected to be dressed in neat, clean; reasonably conservative business attire.

## **Housekeeping**

Each staff member is requested to assist in helping to present a professional and business-like image for the Association. It is especially important that the premises are always kept neat and clean.

## **Smoking**

Smoking is not permitted in the Association office.

## **Confidential Information**

Each staff member is expected to protect sensitive information regarding members and member firms, and must not disclose this confidential information with others, except as required by law, or with those in a need to know position. File cabinets containing confidential information must be locked at all times. Key access to personnel files and PS&A items will be maintained by the Executive Officer, and members and member affiliates access will be maintained by the Assistant.

## **Protecting Company Assets**

Each staff member is responsible for safeguarding, and making proper and efficient use of Greater Piedmont REALTORS® funds and property to prevent loss, theft, or unauthorized use. Greater Piedmont REALTORS® funds and property include company time; cash, checks, drafts, and charge/debit cards; land and building; records; equipment including fax machines, copiers, postage meter, and telephones; computer hardware and software; and all other funds and property.

Examples to protect Greater Piedmont REALTORS® funds and property include, but are not limited to:

- Make sure expenditures are for legitimate business purposes
- Keep accurate and complete records of funds spent
- Make sure computer and communications equipment are protected from unauthorized access
- Use telephones and email for business purposes. While some incidental personal use may be permitted, it should not be excessive or used for illegal purposes
- Adherence to lunch, break periods, and annual, sick or personal leaves

## **REALTOR® Recommendations**

Greater Piedmont REALTORS® staff works for all Greater Piedmont REALTORS®. Therefore, when acting as a representative of Greater Piedmont REALTORS®, you should never recommend the use of a specific REALTOR® in a business transaction.

## **Real Estate License**

Current or newly hired employees may not hold an active real estate license while employed by the Greater Piedmont Area Association of REALTORS®. A newly hired employee with a real estate license must provide proof that the license has been rendered inactive within thirty (30) days of employment. Current employees may not actively seek real estate licensing during their tenure.

## **Employee Acceptance**

I have reviewed the Personnel Manual (pages 1-13) and agree to the terms and conditions of employment.

I have read and understand my Job Description and was given an opportunity to ask questions.

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Employee Signature

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Date