

# Creating a Ranger Station Employee Handbook

**Information Technology XV Ethical and Legal Issues:** Describe, analyze, develop, and follow policies for managing ethical and legal issues in organizations and in a technology based society.

**Essential Question:** How does an organization create a policy and procedure employee handbook that incorporates legal and ethical issues?

*An employee handbook is an important communication tool between you and your employees. A well-written handbook sets forth your expectations for your employees, and describes what they can expect from your company. It also should describe your legal obligations as an employer, and your employees' rights. This guide will help you write an employee handbook, which typically includes the topics below.*

## Assignment:

Each student will complete a job description for the position you held last year with the Ranger Station. Create the job description in a google doc and place the doc named with your name and title of job For example, "Accountant, Diaz" **Due Sep. 19**

In addition to the job description you will work in groups to complete the sections below focusing on The Ranger Station and Vending.

You will use Google Docs to create an employee handbook. Use **ALL the job descriptions shared** in the google doc folder, You may use your own Code of Conduct or use a different one that your classmates created.

I will share pictures and the logo and slogan for you to use in the book.

**This project will be an assessment grade worth 100 points. Due by the end of class Monday, Oct. 3 Be sure to share your file with Ms. Aspengren**

**You will receive 10 points for each section, 10 points for incorporating our logo and slogan and pictures, and \*\*10 additional points for including other permanent information you find through independent research that should go into our employee handbook.**

## **1. Code of Conduct**

A document that describes specifically how a company's employees should respond to different situations. See Texas Instrument's example.

<http://www.ti.com/lit/ml/szza066a/szza066a.pdf>

Document your expectations of how you want your employees to conduct themselves including dress code and ethics. In addition, remind your employees of their legal obligations.

## **2. Anti-Discrimination Policies**

As a business owner, you must comply with the equal employment opportunity laws prohibiting discrimination and harassment, including Affirmative Action Plan and/or Americans with Disabilities Act. Employee handbooks should include a section about these laws, and how your employees are expected to comply. Compensation

## **3. Work Schedules**

Describe your company's policies regarding work hours and schedules, attendance, punctuality and reporting absences.

## **4. General Employment Information- GM, Assistant GM, Marketing, Accounts Receivable, Inventory Control, Cashiers/Customer Service, Merchandisers, and Accountants**

Your employee handbook should include an a overview of your business and general employment policies covering employment eligibility, job descriptions, discipline policy, and probation policy. (See example of job description.)

## **5. Non-Disclosure Agreements (NDAs) and Conflict of Interest Statements**

Although NDAs are not legally required, having employees sign NDAs and conflict of interest statements helps to protect your trade secrets and company proprietary information.

## **6. Safety and Security**

Describe your company's policy for creating a safe and secure workplace, including compliance with the Occupational Safety and Health Administration's laws that require employees to report all accidents, injuries, potential safety hazards, safety suggestions and health and safety related issues to management.

Safety policies should also include your company's policy regarding bad weather and hazardous community conditions.

Add your commitment to creating a secure work environment, and your employee's responsibility for abiding by all physical and information security policies, such as being careful with the handling of money- never having only one person with money, etc...

## **7. Computers and Technology**

Outline policies for appropriate computer and software use, and steps employees should take to secure electronic information, especially accounting information including revenue and profits. Include the handling of iPads and use of Paypal Register, our new technology piece we will be incorporating this year to offer debit card transactions and inventory control.

## **8. Consumer Bill of Rights**

Describe the rights our customers have when dealing with our business.

**See Below pages for a detailed example of a job description and a list of Ranger Station jobs**

## What will I do on this job???

### Job Analysis

**Job analysis-** a systematic procedure for studying jobs to determine their various elements and requirements. Example: One store may have several “clerks” However; each clerk position may do different duties. To see the differences, one may do a job analysis that will list the qualifications needed and the duties each clerk does. **The Job analysis typically consists of two parts- a job description and job specification.**

**Job description-** the list of elements that make up a particular job. This includes the duties to be performed, the working condition, the responsibilities, and the tools and equipment that must be used on the job.

**Job specifications-** a list of the qualifications required to perform a particular job. Example: a list of needed skills, abilities, education, and experience the job-holder must have.

**Exempt Employees-** Are not entitled to overtime pay. Their employer is not required to pay overtime if they are paid a salary and not paid an hourly wage. Typically administration, executive, and professional employees may be classified as exempt.

**Non-Exempt employees-** are employees who, because the type of pay they receive they are subject to earning overtime (usually time-and-one-half) rate of pay. Non-exempt employees account for hours and fractional hours worked.

Ranger Station  
Job Description

Title:

Date:

Department:

Exempt/Non-Exempt:

Reports to:

Brief Summary:

Specific Responsibilities:

Knowledge and Skills:



Job Title: Reports To: Approved By: Approved Date:

## SUMMARY

### Job Description

Delivery Driver

Store General Manager Julie Collins, President November 23, 2005

Prepares and delivers pizzas and other Bellagios products from Bellagios Pizza locations to customers by performing the following duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned. Packages pizzas and other Bellagios products to be delivered to customer premises.

Collects money and coupons from customers and signature with required verification of ID from credit card / charge-account customers. If the delivery driver does not collect the required coupon from a customer, they will be required to return to the customer site to obtain the coupon.

Promotes Bellagios products. Distributes door hangers and other promotional material.

Prepares pizzas and other Bellagios products, washes dishes, operates pizza oven, assembles pizza boxes, sweeps floors, performs closing tasks to company standards and waits on customers. Employee will be trained in several operational areas of Bellagios Pizza and is expected to perform multiple duties at any given time.

Drives employee owned vehicle to deliver customer orders.

Driver is required to place a Bellagios Pizza delivery light on their employee owned vehicle and that light should be illuminated every day beginning at 4:00 PM. Delivery drivers are required to log their beginning and ending mileage of their vehicle in order to be reimbursed for their delivery fees. Failure to log mileage may result in disciplinary action and the driver will not be reimbursed for the delivery fees for that shift. Delivery drivers are required to be in uniform and ready to perform their duties upon clocking in to work their shift. From the time they clock in, they are to immediately log their mileage, place a delivery light on their vehicle with required cord and be ready to perform their job within 2 minutes of the time they clocked in.

## QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

## LANGUAGE / COMMUNICATION SKILLS

Ability to read and comprehend simple instructions, short correspondence, and memos. Ability to write simple correspondence. Ability to comprehend complex directions to specific physical locations.

Ability to effectively present information to customers and other Bellagios employees. Must have a positive and professional attitude.

## MATHEMATICAL SKILLS

Ability to add and subtract using whole numbers and decimals. Ability to compute change.

## REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to problem solve. Must be able to read city street maps.

## CERTIFICATES, LICENSES, REGISTRATIONS

Two years valid Driver's License for the state in which you will be based to deliver pizzas.

Must provide current copy or copies of Motor Vehicle Report(s) for all states in which you have been licensed in the past 3 years.

Good driving record which must be free of the following violations:

License revoked or suspended due to moving violation.

Reckless driving.

Speed in excess of 20 mph over posted limit (if reported on Motor Vehicle Report) Criminal convictions.

Driving without a license.

Failure to report an accident or making false report to authorities.

Driving under the influence of drugs/alcohol.

Open container violation.

Driver cannot have more than one moving violation per year in the past 3 years or more than one accident in the past 3 years.

Must provide proof of insurance for vehicles used for deliveries. The delivery driver must be named specifically on the proof of insurance.

## PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The employee frequently is required to stand, walk; sit and reach. The employee is occasionally required to stoop, kneel or crouch. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include distance vision.

## WORK ENVIRONMENT



The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to outside weather conditions. The noise level in the work environment is usually moderate.

I have read and understand my position description and agree to perform the duties described.

## Ranger Station Job Openings

- General Manager (1)- Over sees all departments, fills in when necessary, reports to Ms. Aspengren. Skills: Organized, observant, dependable, able to work under time pressure, strong communication skills with adults. Works hours 11-1:20
- Shift Manager (1)- Works with the GM in all his/her duties. Fills in when GM is absent. Oversees the cashiers and fills in when a cashier is absent. Skills: Same as GM but also flexible and adaptable to new situations, trustworthy, good with numbers, experience with money handing. Work Hours 11:1:20
- Inventory Control (3)- Places merchandise orders and verifies orders when received. Reports to GM. Skills: Trustworthy, strong basic math skills, communication skills, phone etiquette. 11:15-12:55
- Cashiers (8)- Totals up items customers are buying, gives back change, reconciles the cash register at the end of the shift. Uses iPad to track sales and run debit card sales. Every other week stock vending machines. Must promote any items on sale and “up-sale” additional items to customers. Reports to GM

and shift manager. Skills: Trustworthy, Outgoing, friendly, professional mannered, works well under pressure, communication skills, speedy basic math skills, organized. Work Hours every other week 11:00-1:20 the other week you will be helping with various duties

- Merchandisers (4-6)- In charge of preparing the store set-up, answering customer questions, and re-stocking the shelves as needed, rotational hot water station attendant. Serves as our security as well. Must be professional mannered, organized, reliable, and observant. Answers to Shift Manager and GM. Work Hours 11:00-1:15
- Accountant (3)- Completes necessary paperwork and prepares the weekly deposits. Post deposits and withdraws on a spreadsheet. Answers to GM and Ms. Aspengren. Skills: Organized, professionally mannered, trust worthy, strong basic math skills, communication skills, nice hand writing, able to work with large sums of money. Work Hours 11:15-12:55
- Marketing (4)- In charge of all promotional material for the business program including The Ranger Station, Vending, and any

additional needs from Ms. Aspengren. Create  
combo deals and communicating them and  
sales to customers. Reports to GM. Skills-  
dexterity, organized, basic math skills,  
communication skills, creative, use of  
Photoshop is a plus. Answers to GM and Ms.  
Aspengren Work Hours 11:15-12:55