



**Berkshire County Board of REALTORS®
The Multiple Listing Service Inc.**

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Personnel Policy **Berkshire County Board Of REALTORS® And Multiple Listing Service**

Amended 9/99

Section 1 - General Employment Policies

Equal Employment Opportunity

It is the policy of the Berkshire County Board of REALTORS®, Inc. to grant equal opportunity to all qualified persons without regard to race, color, age, sex, religion or national origin. It is the intent and desire of the Board that equal opportunity be provided in employment, wages, promotion, benefits and all other privileges, terms and conditions of employment

Hiring And Authority

The Executive Officer is responsible for recruiting, hiring, indoctrinating and prescribing the duties of all Board personnel, also, for all promotions and terminations (provided the Personnel Committee concurs with all hiring, promotions and terminations), and for operating within an annual budget approved by the Board of Directors. The Executive Officer will also make all recommendations for the rate of compensation and salary increases to the Personnel Committee for each of the Board personnel. All salaries are subject to approval by the Board of Directors.

Job Description

Each position within the Board will have a written job description outlining the duties and responsibilities of the position. Job descriptions will be reviewed and revised yearly or as the position changes with regard to duties and responsibilities. Job descriptions will be provided by the Executive Officer with the approval of the Personnel Committee.

Employee Classifications

- Full-time Permanent Employee: A full-time permanent employee is one who is regularly scheduled to work 32 or more hours per week and is considered to be a salaried employee.
- Part-time Permanent Employee: A part-time permanent employee is one who is scheduled to work less than 20 hours per week. Such employees is not eligible for vacation, sick pay or other benefits, unless specifically recommended by the Executive Officer and approved by the Personnel Committee of the Board of Directors.
- Temporary Employee: Temporary employees are not eligible for Board benefits.

New Employee Trial Period

New employee trial period shall be the first three months of employment. During the first three months and ending with the three month period, each employee will be evaluated on his/her performance. If the Executive Officer feels that the individual is not suited for the position or should the employee not fulfill the job responsibilities of his/her position, the employee's employment will be terminated. No vacation time is earned during this time if employment is terminated.

Section 2 - Office / Staffing Policies

Office Hours

Office hours are Monday through Friday from 8:30 a.m. through 5:00 p.m.

Promptness

Employees are expected to begin work promptly at their scheduled hour. Occasionally, circumstances beyond an individual's control will cause the individual to be late in arriving, or require that they take time off. However, an employee should call into the office and inform the Executive Officer that they will be late or will not be coming into work at all. Habitual tardiness will not be tolerated and will be taken up with the employee and may be subject to dismissal.

Lunch Hours

Full-time employees are entitled to a half-hour for lunch between the hours of 12:00 noon and 1:30 PM.

Leaving Premises

When an employee leaves the premises, he/she will inform the Executive Officer.

Personal Phone Calls

Employees should remember that this is a business office and local personal phone calls are permitted, but then should be limited, both in number and in length.

Change Of Address

The Executive Officer should be informed of a change in your address or phone number in order to update files. For social security and income purposes, inform the Executive Officer of marriage, divorce, death, or number of dependent changes in the family status.

Pay Period

Salaries are paid weekly on the Monday following the week worked.

Overtime

Prior authorization to work overtime, more than 40 hours in one week, must be obtained through the Executive Officer.

Compensatory Time

Employees required to work on Board functions before or after their regularly scheduled hours will earn equal amount of compensatory time. Such work and compensatory time must be approved prior to the function by the Executive Officer. Compensatory time must be taken in the month it is earned and may not be accumulated beyond that month, unless earned during the last week of a month. In such cases, it may be taken during the following month. Compensatory time must be verified by the Executive Officer.

Injuries On The Job

All injuries, no matter how trivial, must be reported promptly to the Executive Officer. This policy is for your protection. Workmen's Compensation, required by State Law and paid for entirely by the Board, protects you in the event of an occupational injury or disability.

Section 3 - Employee Benefits

Holidays

- New Year's Day
- Memorial Day
- Independence Day
- Labor Day
- Columbus Day
- Veteran's Day
- Thanksgiving Day
- Day after Thanksgiving
- Christmas Day

* Office staff can rotate time off for remaining holidays. Depending on the timing of the Christmas and New Year's holiday, if a work day proceeds the holiday, the office will only be required to open for ½ day.

To receive holiday pay, an employee must work the day before and after the holiday unless authorization for absence is given by the Executive Officer.

Vacations

- After one year.....one week
- Two to four yearstwo weeks
- Five to fifteen yearsthree weeks

The vacation year begins January 1 and ends December 31. Only full calendar months are counted in figuring vacation entitlement. An employee who is hired on or before the fifteenth of the month will accrue vacation for that month. Employees must take their vacation time before the January 1st that marks the beginning the next vacation year.

Employees are not eligible for vacation during their first 3 month trial period. When they are confirmed as permanent full-time employees they shall accrue vacation time retroactively to the start of their 3 month trial period.

Employees will, with due consideration of the needs of the association, be permitted to take their vacation at the times they request. Nonetheless, vacations shall be taken at a time approved by the Executive Officer.

Sick Or Personal Leave

Full-time employees will have a maximum of 3 days sick leave per year (may be accumulated up to 10 days) and two personal days per year (may not be accumulated). Unused or unpaid sick or personal leave will not be paid upon termination.

Insurance

- Health Insurance for all full-time employees: HMO - 100% coverage at the single rate (not spousal or family)
- Dental Insurance for all full-time employees: Annual budgeted amount of \$140 single rate (not spousal or family)
- Life Insurance: \$50,000 coverage
- Long Term Disability Insurance: No more than 60% of net pay, as negotiated at date of hire.

Leave Of Absence

A special consideration must be presented to the Personnel Committee and approved by the Board of Directors

- Jury Duty, with pay for the different between jury duty and straight time earnings while on jury duty.
- Full-time employees will receive 3 days with pay for a death in the immediate family.

Section 4 - Personnel Provisions

Employee Evaluation - Performance Review

Performance reviews are an excellent opportunity to provide feedback to employees. In a performance review, both the employee's outstanding accomplishments and those behaviors that need improvement should be discussed. Goals should be set, to be met by the next performance review. Such goal setting is a good motivating technique that allows employees to have a say in their work. Frequent performance reviews can also help catch misguided behaviors before they develop into major problems. A positive attitude toward performance appraisals can make them rewarding experiences for all.

All performance appraisals must be documented in writing and signed by the employee and Executive Officer. Keep in mind that performance reviews do not necessarily require wage and salary adjustments.

Employees will be evaluated every 6 months. Evaluations will be done by the Executive Officer and reviewed by the Executive Officer and the Personnel Committee. Additional performance reviews may be conducted if the employee's performance or behavior warrants it. On an annual basis a survey will be formulated by the Personnel Committee and will be sent to all DR's for their input. A job evaluation will consist of the following parts:

- a) Performance rating on the following areas:
 - Fulfillment of job duties and responsibilities
 - Attitude
 - Dependability
 - Motivation
 - Resourcefulness
 - Organization
 - Cooperation
 - Employee relations
 - Membership relations
- b) Whether or not the employee meets or exceeds the duties and responsibilities of his/her position.
- c) Projected goals or problem areas to be corrected during the period prior to the next review.

Salary Review Policy

Each employee's performance is evaluated by the Executive Officer and recommendation for a salary increase shall be subject to approval of the Personnel Committee and the Board of Directors

Unsatisfactory Work Performance

Unsatisfactory work performance shall be defined as not meeting the duties and responsibilities of your position or continued violations of the preceding personnel rules and regulations.

Any employee who fails to meet the job responsibilities of their position or fellow-employee relationship standards or unsatisfactory relationship with members, or who hinders the organizational goals of the Board, shall be terminated from employment. If any employee is terminated, he/she will be compensated for actual time worked and any vacation and compensatory time on a pro-rata basis.

Disciplinary Action

Employee discipline is conducted in a uniform and progressive manner. The following set steps will be a guideline when disciplining poor employee performance and violation of any standards of conduct which have developed. The steps, arranged in order of their severity, are:

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

The decision on which step to take depends on the nature of the violation or performance problem, its seriousness, frequency, and the employee's record. The following detail the procedure for the various disciplinary actions.

1. The Verbal Warning

For many minor infractions or performance problems, only a verbal warning will suffice to correct the situation. A meeting between the Executive Officer and the employee should take place as soon as possible after the problem, in which an explanation of the violation or performance problem will be clearly communicated. Next, the employee must be told why it is a violation or problem and discuss the future behavior expected. The date, time and content of this conversation will be documented in the Personnel file for future reference. If the employee repeats the behavior, or if the situation doesn't improve within a reasonable period of time (this depends on the seriousness of the infraction), a verbal warning may be repeated or matters will proceed to the next step in the process.

Procedure: Administering A Verbal Warning

1. Meeting held with the employee.
2. Explanation of the violation or the performance problem. Discussion of the problem and its resolution with the employee.
3. Description of the future behavior expected of the employee.
4. Note the date, time, and content of this conversation in writing.
5. If the employee repeats the behavior, a verbal warning may be repeated or matters will proceed to the next step in the process.

2. The Written Warning

The next step in progressive discipline is to issue a written warning. Written warnings will be utilized if an employee:

1. continually repeats minor violations
2. has performance problems that have been unresolved by verbal warnings
3. violates more serious standards of conduct
4. has major performance problems

This memorandum should include a description, in detail, of the facts involved in the infraction or performance problem. Also, outline the behaviors and objectives that are expected of the employee by a specified time in the future.

The employee must sign the memorandum. This shows that the employee has received, acknowledged, and understood the memorandum. This does not mean, however, that the employee has necessarily agreed with its contents. The employee is allowed to make a written response. The signed copy of the written warning (with the employee's response, if any) will be sent to the employee's personnel file. If the situation does not improve within the specified time period, a written warning may be repeated or matters will proceed to the take steps to proceed with the process required for probation, suspension, or discharge.

Procedure: Issuing a Written Warning to an Employee

1. Create a written memorandum in which you describe the facts involved in the problem.
2. Meet with the employee to discuss the memorandum.
3. Have the employee sign the memorandum acknowledging his receipt and understanding of it.
4. Allow the employee to offer a written response to the warning.
5. Put a signed copy of the memorandum (with the employee's response, if any) in the employee's personnel file.

3. Probation

In most instances, this disciplinary action is used if the verbal and written warnings did not result in improved behavior and work performance. To place an employee on probation, a memorandum that explains the reasons he or she is being placed on probation should be written. Also, specify the following:

1. the length of the probationary period
2. the behaviors or level of job performance expected during and by the end of the probationary period

3. the consequences of failing to meet the expectations by the specified time

The usual consequence of the employee failing to improve is a consideration of discharge or to actually discharge the employee. A meeting with the employee will be held to discuss the contents of the memorandum. The employee must sign the memorandum, acknowledging receipt and understanding of its content. The employee may provide a written response. A signed copy of the memorandum along with a copy of the employee's written response, if any, will be placed in the employee's personnel file.

Procedure: Placing an Employee on Probation

1. Prepare a memorandum explaining why you are putting the employee on probation.
2. Meet with the employee and discuss the contents of the memorandum.
3. Have the employee sign the memorandum to acknowledge receipt and understanding.
4. Let the employee provide a written response.
5. Put the signed copy of the memorandum along with the employee's response, if any, in the employee's personnel file.

4. Suspension

Suspension can be used as a disciplinary action if verbal and written warnings and probation failed to correct the problem. However, suspension is most often used when an incident warrants immediate action. In such a case, an employee can be suspended without pay for a specified time, pending investigation of the occurrence.

5. Termination / Discharge

If an incident occurs that could be cause for immediate termination, the Board of Realtors® will contact and consult with our legal counsel. If the behavior is a repeated offense, the employee's file will include all sufficiently documented incidents to support the termination.

Resignations

Upon an employee finding another position outside of the Board he/she will submit in writing a letter of resignation to the Executive Officer. Two weeks notice is required when an employee resigns from the Board. Upon receipt of the employee's resignation he/she shall be paid for his/her remaining time in the position, providing he/she reports to work. Sick leave will be forfeited but the employee will be compensated for any unused accrued Vacation and compensatory time on a pro-rata basis.

Personnel File Access

Your personnel file is available for you to review at any time provided that you review its contents in the presence of the Executive Officer. Under no conditions will an individual be allowed to remove information from their file. Personnel file information will be held in the strictest confidence by the Board.

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