

Part-Time to Full-Time Transition Process Guide

35 Hour Non-Management

Introduction

Offering Service Professional positions with benefits to our employees helps us retain the right people to support store success. This guide includes:

- How to identify the number of available Service Professional positions at your store.
- Employee eligibility criteria.
- Tips on which employees to choose for Service Professional roles
- The process to transition your store to the 35-hour, non-management staffing model.
- Using the Project Imagine Dashboard to enter and track decisions.
- Sample messaging to communicate decisions to your employees.

Number of Available Positions

Managers will be provided with the total number of full-time positions available for their store, excluding Store Manager. Managers will determine the number of open Service Professional positions by subtracting their current full-time employees from this number.

Example: If you have a total number of 20 full-time positions, excluding Store Manager, and you currently have 8 full-time Assistant Managers and 1 full-time Sr. Assistant Manager, you will have 11 open Service Professional positions.

Eligibility Criteria

All part-time employees will be required to complete the Service Professional Interest Survey on the KC which offers them an opportunity to indicate if they are interested in a Service Professional role.

To apply for a Service Professional role, employees must be:

- Able to work a minimum of 35 hours, on a consistent basis
- Available 5 days a week, 7 hours shifts
- **MN:** There are no restrictions that would prevent minors ages 16 or 17 from working in a Service Professional role.

IMPORTANT: All part-time employees are required to complete the Interest survey.

Selection Tips

Managers will work with their VP and AVPs to determine who will be selected to fill the Service Professional roles.

If there is more interest than full-time positions available, selections can be based on various factors, including:

- Level of current certification
- Time in the role
- Willingness to transfer to another location
- Performance: Aligns with principles of IOOGA

Selection Tips
(continued)

Note: Please consider transfer opportunities for those employees who have indicated they would be willing to transfer.

When making Service Professional selection decisions, it is important to select employees who display a welcoming attitude, a team-oriented mindset, and a strong work ethic.

You may consider employees who do not yet have the experience or skills that are usually expected for Service Professional roles as you will be able to provide the coaching and training necessary for their success.

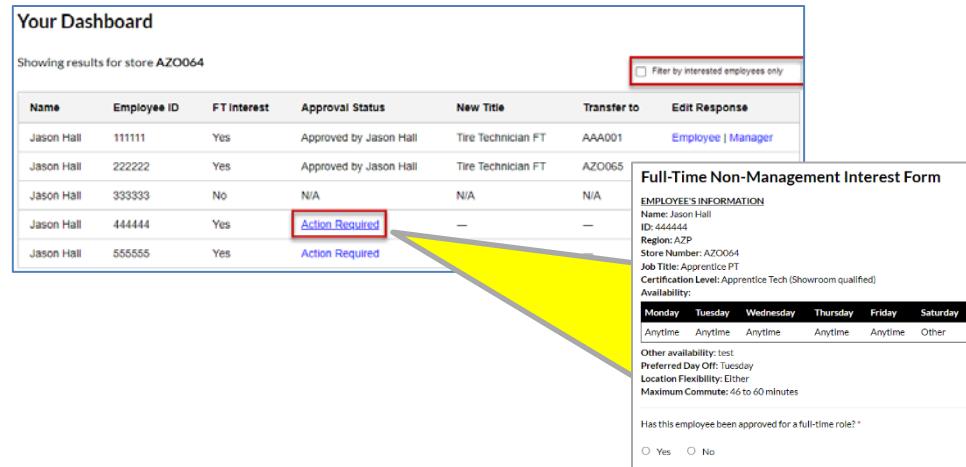
**Employee
Interest Intake
and
Transition
Process**

Follow this process to fill open Service Professional positions during the one-time transition process. After the one-time transition phase ends for your store, use the applicable Job Change Form on the KC to make changes.

Stage	Who	Action
1	Manager, VP, AVP	Announce the availability of new Service Professional positions in which all eligible part-time employees can apply.
2	Manager	<p>Meet with all part-time employees to review the following:</p> <ul style="list-style-type: none"> • Review new Service Professional staffing opportunities • Explain eligibility criteria • Review the Employee Benefits Offerings document • Review the Employee FAQ document <p>Instruct ALL part-time employees to complete the interest survey on the KC during their work hours.</p> <p>https://survey.alchemer.com/s3/6762734/ft-interest</p>
3	ALL part-time employees	Complete the survey on the KC to indicate interest or non-interest in a Service Professional position.
4	Manager	Review the survey dashboard each day to ensure that all part-time employees have completed the survey before it closes.
5	Manager	Conduct interviews with eligible employees who have expressed interest in a Service Professional position.
6	Manager, VP, AVP	<p>Review the survey dashboard and work together to select employees to fill the new Service Professional positions; enter decisions into dashboard.</p> <p>If applicable, work together to identify transfer opportunities for employees open to transferring to another store with available Service Professional positions; enter decisions into dashboard.</p> <p>Once submitted, decisions will be sent to the Workday and Payroll teams for processing.</p>

Using the Dashboard

Use the Project Imagine KC Page Dashboard to see employee interest, enter decisions, and track approvals. Dashboard views vary by role.



The screenshot shows a 'Your Dashboard' section for store AZ0064. It lists employees with columns for Name, Employee ID, FT Interest, Approval Status, New Title, Transfer to, and Edit Response. The 'Edit Response' column for Jason Hall (Employee ID 444444) contains a blue link 'Action Required' which is highlighted with a red box. A yellow callout points to this link. To the right, a 'Full-Time Non-Management Interest Form' is displayed with various sections like 'EMPLOYEE'S INFORMATION', 'Availability', and a 'Has this employee been approved for a full-time role?' question with radio button options.

Sample Messaging

Managers should have a conversation with all employees informing them of whether or not they were selected for a Service Professional position.

Situation	Sample Message
Employee...	
Selected for a Service Professional position	Thank you for expressing interest in one of our open Service Professional positions. You have been selected to fill one of the available roles and I'd like to talk with you about the details.
Not selected for a Service Professional position	Thank you for expressing interest in one of our open Service Professional positions. We have selected the employees who will be transitioning into the available Service Professional roles but unfortunately, do not have a Service Professional position for you at this time. As more Service Professional roles become available, you will be able to apply again.
Approved for transfer	You indicated that you would be interested in hearing about Service Professional opportunities in other stores if there weren't any Service Professional positions available for you here. I would like to talk with you about the transfer opportunities that are available for you.

Contact

If you have questions, contact your AVP.