

Project Imagine FAQs - Manager

Part-Time to Full-Time Transition Process

Q How do I determine the number of Service Professional positions that are available at my store?

A 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.

Q How do the part-time employees apply for the Service Professional positions?

A All part-time employees will be required to complete the Service Professional Interest Survey on the KC which provides them an opportunity to indicate whether or not they are interested in a Service Professional role.

Q Do all part-time employees need to complete the Service Professional Interest Survey?

A Yes, we want to make sure that all part-time employees complete the survey and have had an opportunity to indicate if they are interested in a Service Professional role.

Q Are part-time employees ages 16 or 17 eligible to apply for the Service Professional positions?

A **MN:** There are no restrictions for minors ages 16 or 17 that would prevent them from working in a Service Professional role.

Q How long does it take for benefits to be effective for Service Professionals?

A For employees hired as full-time or converted into a full-time position, there will be a 30-day waiting period from the date of hire/promotion for benefits to be effective.

Q What should I say when communicating to employees the decision on whether they were selected for a Service Professional role?

A Managers should have a conversation with all employees informing them of whether they were selected for a Service Professional position or not. Refer to the Part-Time to Full-Time Transition Process Guide for sample messages.
