



Employee Information

SEASONAL (October – December) Employees of Snowman Studios Inc. hired to work at the Reindeer Farm are cross-trained to work in all of the following positions:

- **Greeter/General Admission Cash Register:** Greets visitors and takes money for admission
- **Greeter/Parking Attendant/Runner:** Greets visitors outdoors, assists with parking and runs between stations as needed to assist with operations
- **Jolly Old Elf Shoppe Cash Register:** Handles cash register and works with customers in gift shop
- **Jolly Old Elf Shoppe Customer Assistant:** Greets and assists customers in gift shop and acts as a secondary cashier when needed.
- **Reindeer Educator/Activities Director:** Talks to visitors about reindeer and assists visitors with games or activities as needed
- **Reindeer Handler:** Talks to visitors about reindeer and is present with the reindeer to help with feeding and petting
- **General Cleaning: indoors and outdoors:** May include cleaning pastures, animals or grounds

Each person employed at the Reindeer Farm must be:

- Good with People: friendly, outgoing and articulate
- Good with Animals: gentle, loving and unafraid of animals
- Dependable: Always showing up for work on time and when scheduled
- Able to stand for 3-4 hours straight
- Able to learn basic retail procedures with cash handling and checkout
- Able to work with customers in a friendly, professional manner
- Able to learn and remember basic information about the company products and services
- Able to walk quickly from place to place spanning over 100 yards
- Able to withstand cold temperatures outdoors for extended periods of time
- Able to solve problems and think quickly
- Able to provide own transportation to and from work
- Able to lift 25 lbs, reach, bend, stoop, and climb a short ladder
- Able to shovel snow and sweep sidewalks
- Able to answer phone and talk to customers
- Dress appropriately (see below) and be well groomed (see below).

Each person will be expected to take responsibility for the following tasks as needed:

- Vacuum and Swiffer mop floors
- Sweep and/or shovel Sidewalks
- General Cleaning including windows, doors and bathrooms
- Take Inventory
- Pick up garbage
- Answer business phone, make and/or return phone calls
- Welcome and attend to customers

- Operate the cash register
- Answer questions
- Arrange the display areas

Each gallery employee is expected to use proper safety procedures to ensure a safe and healthy environment, which includes but is not limited to:

- Using a step stool or ladder when doing work. (not standing on chairs, counters, etc.)
- Locking doors while handling money in cash register for opening and closing the business
- Washing hands after using restroom or handling money
- Making sure floors are dry before customers come in.
- Keeping dampness off floors by mopping or using fans
- Keeping all rugs flat
- No smoking anywhere on the property.
- If an injury occurs on the job (this includes a client injury), employees must fill out an Incident Report Form and submit to their supervisor within 24 hours of the incident. (see Incident Report Form under Employee Information)
- Any and all forms of harassment are prohibited. If any employee feels that they are a victim of harassment, they should fill out the Harassment Complaint Form and submit to their supervisor. (See Harassment Complaint Form under Employee Information)
- Fire Extinguishers are located in both buildings near cash register.

Each employee of the company is expected to maintain the follow the following ethical and etiquette practices:

DRESS CODE:

- **Required Dress.** Polo shirt or t-shirt with Snowman's Reindeer insignia with nice jeans (no holes) or pants. Comfortable shoes. Jewelry sold by Snowman Studios Inc. Company name tag must be worn at all times.
- **Prohibited Dress:** jewelry that is not made or sold at Snowman Studios Gallery, t-shirts, torn garments, any combination of clothing where under garments are visible, flip flops, faded or worn looking items, items that reveal parts of the body that may make clients uncomfortable such as cleavage, midsection or upper thigh, items with insignias other than The Snowman's Reindeer Farm logo.
- **General Appearance:** NO excessive make up, visible tattoos, visible piercings other than ear lobes.
- A clean cut and professional look is expected for hair, nails and face.
- NOTE: Anyone arriving to work not properly dressed will be sent home without pay.

SUBSTANCE USE and CRIMINAL RECORD:

- Snowman Studios Inc. employees must be drug and alcohol free. Employees may be asked to submit to drug and/or alcohol testing before or during employment.
- Employees may not have any pending or past criminal record. Employees may be required to pass a criminal background check before or during employment.

WORK TIME BEHAVIOR:

- Professional manners and a high level of politeness when working with customers and fellow workers are expected. Profanity, yelling or hostile behavior will not be permitted.
- The use of "please" and "thank you" will be used in all dealings with clients and customers.
- All employees are expected to conduct themselves in ways that promote and support the success of the company. For example: It would be considered unethical for an employee to divert or steal profits, supplies, assets, client work, projects, etc. from the business. It would be considered unethical for an employee to

promote his or her own work or services while on the job. It would be considered unethical for an employee to openly compete with the products or services provided by Snowman Studios Inc.

- All employees are expected to keep confidential all information, including client and vendor information, processes and techniques obtained while on the job. Continued confidentiality is expected following employment as a matter of professional courtesy and ethics.
- All files, art work, photography and designs created for Snowman Studios Inc. while employed are strictly the property of Snowman Studios Inc. and may not be reproduced or used without permission. Work created during employment can be used in the personal portfolio of an employee as long as it is not done in a way that causes direct competition or loss of clients for Snowman Studio Inc.
- Employees are expected to work exclusively on Snowman Studios Inc. projects during work hours. Each employee should refrain from texting, taking personal phone calls or working on personal projects during work hours unless they are on a break or approved by a supervisor.
- Eating and drinking should be contained to the break room in order to maintain a clean and odor free gallery space.

NOTE: Any breach in the company code of ethical and etiquette conduct may result in immediate dismissal.

Payroll and Benefits:

Payroll Schedule: Snowman Studios employees will be paid on the first day of the month. If this day falls on a weekend, payday will be on the next business day. The business is closed on July 4th, Thanksgiving, Christmas Eve, Christmas Day and New Years Day. The business may be closed during the month of January if needed due to weather.

Rate of Pay: The rate of pay will be determined based on three factors: level of education, relevant job experience and longevity with Snowman Studios Inc. All employees are considered temporary for the first six months. Internships can be counted toward the six-month trial period. Each employee will be given a verbal and written review of their job performance on an annual basis at which time pay increases may be discussed.

Work Hours: The hours of operation vary throughout the year based on seasonal needs. The number of hours per week for each employee will be determined by owners based on time of year, level of need and employee availability. Employees will be consulted when putting together the schedule and every effort will be made to accommodate personal schedules/events. Schedules will be posted during the last week of each month for the month ahead. There may be times when employees can work off site upon mutual agreement of owners and employee.

Benefits: Since all Snowman Studios Inc. employees are part-time, no paid sick days, medical or life insurance benefits are provided. As per state and federal law, workman's compensation insurance is provided.

Breaks: Snowman Studios Inc. is a very family oriented business committed to providing a fun and comfortable working environment for everyone. Short breaks may be taken at any time based on need by asking one of the other employees to cover your station. Most employees do not work for more than 4 hours at a time so short breaks of 5-10 minutes are expected.

Snowman Studios Inc. is an Equal Opportunity Educational Institution and EEO/Affirmative Action Employer committed to excellence through diversity. Employment offers are made on the basis of qualifications, and without regard to race, sex, religion, national or ethnic origin, disability, age, veteran status, or sexual orientation.