

## Rebello's Towing Service, Inc.

### Name, Driver/Operator Job Description

Effective June 1, 2005: (Equal Employment Opportunity)

<b>POSITION:</b>	1) Tow Truck Driver/Operator
<b>PREREQUISITES:</b>	<p>2) Prerequisites as a journeyman tow-truck operator are two years experience in tow truck driving, recovery, equipment maintenance, and/or towing services.</p> <p>3) Background information derived from both application and an oral interview well attempt to establish:</p> <ul style="list-style-type: none"><li>a) <u>Stability</u>: Must have stable background to indicate an ability to be self-motivated, accept training, and mature with the position.</li><li>b) <u>Ability</u>: Must demonstrate an ability to:<ul style="list-style-type: none"><li>i) Over the age of 23.</li><li>ii) Operate, safely, both conventional and flatbed tow vehicles, including driving, towing, and backing trailers, using safety skills.</li><li>iii) Perform preventive equipment maintenance.</li><li>iv) Keep and maintain required legible records.</li><li>v) Work alone and follow directions.</li><li>vi) Communicate using appropriate social skills with customers and fellow workers.</li><li>vii) Maintain self and equipment clean, neat and orderly.</li><li>viii) Familiarity with Santa Clara County streets</li></ul></li><li>c) <u>Attitude</u>: Must be cooperative, personable, and empathetic to human and property needs.</li><li>d) <u>Physical</u>: Pre-Placement physical and submission to random drug testing is mandatory. Positive drug test after employment will be cause for termination and results will be released upon written job reference request.</li><li>e) <u>Criminal Record</u>: Applicant is subject to criminal investigation. Crimes of Moral Turpitude disqualify drivers from employment.</li></ul> <p>4) <u>At Will Employment</u>: Termination without "cause" by either party.</p> <p>5) <u>Pre-Employment</u>: Drug, physical and Aptitude testing</p> <p>6) <u>San Jose Tow Driver Permit</u>: Issued by San Jose Police Department Permits Unit.</p> <p>7) <u>DMV</u>: No more than 2 points on current report</p>
<b>BENEFITS:</b>	<p>8) Full-time employees receive benefits (30 hours per week or more). Part-time employee benefits are not available, unless negotiated in writing. The Benefits schedule is included in the Operations Manual. The following outline is a minimum summary:</p> <ul style="list-style-type: none"><li>a) Five (6) paid holidays after 90 days as per the operations manual.</li><li>b) Five (5) days vacation after the end of the first year, as per the operations manual</li><li>c) Five (5) days sick pay earned at .416 days per month (non-cumulative over 5 days), after 90 days employment, as per the operations manual.</li><li>d) Health insurance is offered to employees after 90 days employment per the operations manual.</li><li>e) Workmen's Compensation and Disability Insurance as required by law</li><li>f) Employer paid profit sharing retirement plan is available after two years.</li></ul>
<b>RESPONSIBLE TO:</b>	<p>9) Rebello's Towing Services, Inc.</p> <ul style="list-style-type: none"><li>a) Owner: Writes, supervises and implements policies and procedures</li><li>b) Manager: Has authority and makes decisions, develop schedules, higher or terminate employees within written polices and procedures.</li><li>c) Supervisor: Train and instruct, investigate incidents, complaints, and work with Manager to perfect schedules and company objectives.</li><li>d) Lead Drivers: Drivers with senior experience may offer assistance upon request and can assume authority in absence of Supervisor or Manager.</li><li>e) Drivers are responsible for:<ul style="list-style-type: none"><li>i) Inspect and report mechanical problems with any equipment operated.</li><li>ii) Give written report for any accidents, complaints, or unusual events.</li><li>iii) Be conscientious with dress codes, language, and paperwork.</li><li>iv) Customer service, first, per established priorities, policies &amp; law.</li><li>v) Respond within 20 minutes to service request</li><li>vi) Utilize professional skills and demeanor with customers and public.</li></ul></li></ul>
<b>SCOPE:</b>	<p>10) Operate a tow truck efficiently, safely, and with skill.</p> <p>11) Understand and use forms and systems to perform all related job functions.</p> <p>12) Collect and process fees from services and provide appropriate change.</p> <p>13) Release vehicles with appropriate documentation according to required contract</p>

	<p>or legal requirements and collect scheduled fees for towing, storage, liens and any miscellaneous charges.</p> <p>14) Be responsible company representative for services and public safety.</p> <p>15) Practice social skills acceptable for general public interaction.</p> <p>16) Exercise neatness of uniform, clean-up of equipment and customers vehicles</p> <p>17) Requires efficient, legible, and accurate Tow Tags, reports, time cards, maintenance of truck inventory sheets, and any other administrative reports.</p> <p>18) Take responsibility for report maintenance or problems on assigned equipment.</p>
<b>WAGE:</b>	<p>19) All "time" must be supported by Tow Tags, or Work Orders, listing work performed and time required accomplishing the task.</p> <p>a) Full-time 11-hour per day plus 1-hour lunch with overtime after 10 hours</p> <p style="padding-left: 20px;">i) Trainee - Less than two years tow truck experience (1) \$15.00 to \$18.00 per hour depending on related background skills</p> <p style="padding-left: 20px;">ii) 4 day, 10 hour shift, with 1 hour potential overtime</p> <p style="padding-left: 20px;">iii) Journeyman Drivers; 2 years experience with private property towing (1) \$18.00 to \$20.00 per hour (light duty)</p> <p>b) Increases in wages may be achieved:</p> <p style="padding-left: 20px;">i) Annual inflation, acknowledged improvement with skills, techniques, and time utilization.</p> <p style="padding-left: 20px;">ii) Ability to work as a team member</p> <p style="padding-left: 20px;">iii) Completion of employee-paid certifications in related fields</p> <p style="padding-left: 20px;">iv) CHP certification, when available</p> <p style="padding-left: 20px;">v) Qualified in both conventional and flatbed trucks</p> <p style="padding-left: 20px;">vi) Drivers license classification upgrade when it can be utilized.</p>
<b>UNIFORMS</b>	<p>20) Each employee is responsible to meet the following guidelines:</p> <p>a) Drivers are required to provide and use a cellular telephone; RTS reimburses a designated base cellular fee for business usage.</p> <p>b) Tattoos must be covered, body piercing cannot be in view, or worn if hazardous, and teeth must be maintained "in tact", during working hours.</p> <p>c) Uniforms compliance is mandatory:</p> <p style="padding-left: 20px;">i) Name tags and /or company logos are required on uniforms</p> <p style="padding-left: 20px;">ii) Only RTS hats provided may be worn on duty</p> <p style="padding-left: 20px;">iii) Employees are required to wash their uniforms with daily clean changes.</p> <p style="padding-left: 20px;">iv) The cost of uniforms will be deducted from the last paycheck of an employee working less than 90 days for RTS</p> <p style="padding-left: 20px;">v) Shirts must remain tucked into the pants at all times.</p> <p style="padding-left: 20px;">vi) Pants must be the correct waist size. "Hip-hop" or low-hanging crotch styles are not permitted.</p> <p style="padding-left: 20px;">vii) Employee must provide a proper belt (no hard buckles) and high-top boots (no soft toe or tennis shoes – steel toe not required).</p> <p>d) Proper grooming to meet the Rebello's image:</p> <p style="padding-left: 20px;">i) Facial hair not to exceed 1 inch and mustache may not cover lips.</p> <p style="padding-left: 20px;">ii) Head hair must be trimmed, away from face, and fit under RTS hat.</p> <p style="padding-left: 20px;">iii) Proper hygiene, including teeth</p> <p>e) No smoking in trucks or shop areas.</p>

Accepted By Employee who hereby acknowledges receipt of copy:

Rebello's Towing Services, Inc.

Employee	Date	Employer	Date

- A. COMPENSATION as of above effective date: Initial; \_\_\_ Employee, \_\_\_ Employer**
- i. \$00.00 per Hour (Weekly work schedules are posted with approved overtime)**
  - ii. 10 Hour Shift, 4 Shifts per Week: Overtime after 10 hours per day, 40 hours per week**
- B. OVERTIME STATUS: Initial; \_\_\_ Employee, \_\_\_ Employer**
- i. Overtime Nonexempt (Employee receives overtime pay at 1 ½ times the stated rate.**