



**RESOLUTION NO. 20200623-05**

**APPROVAL OF AMENDMENTS TO PERSONNEL POLICY MANUAL**

**WHEREAS**, TexAmericas Center is a political subdivision of the State of Texas with the powers and authorities specified in Chapter 3503 of the Special District Local Laws Code of the State of Texas; and

**WHEREAS**, it is advisable to amend said Personnel Policy Manual to be current with state and federal labor laws; and

**WHEREAS**, TexAmericas Center now requires an update to the existing policy based on contemporary circumstances; and

**WHEREAS**, a Personnel Policy Manual was adopted on November 27, 2012 by **Resolution #20121127-06** (last revision date 20190924 by **Resolution #20190924-18**); and

**NOW, THEREFORE, BE IT RESOLVED** by the Board of Directors that the Board of TexAmericas Center approves the adoption of the attached revised Personnel Policy Manual; and

**BE IT FURTHER RESOLVED** that Scott Norton, Executive Director/CEO, shall be and is hereby authorized to implement the personnel policy as specified in the Policy immediately.

**PASSED AND APPROVED THIS 23<sup>rd</sup> day of June, 2020.**

A handwritten signature in blue ink, appearing to read "JR", is positioned above a horizontal line.

**Jim Roberts, Chairman of the Board**

**ATTEST:**

A handwritten signature in blue ink, appearing to read "DW", is positioned above a horizontal line.

**Denis Washington, Secretary**

Attached: Personnel Policy Revision



# Personnel Policy Manual

Amended: June 23, 2020 By Resolution 20200623-05

## About this Personnel Policy Manual / Disclaimer

We prepared this Personnel Policy Manual to assist you in finding the answers to many questions that you may have regarding your employment with TexAmericas Center. Please take the necessary time to read it.

We do not expect this handbook to answer all of your questions. Your Supervisor and the Office Manager also will be a major source of information.

Neither this handbook nor any other verbal or written communication by a management representative, is, nor should it be considered to be, an agreement, contract of employment, express or implied, or a promise of treatment in any particular manner in any given situation. TexAmericas Center adheres to the policy of employment at will, which permits TexAmericas Center or the employee to terminate the employment relationship at any time, for any reason, with or without cause or notice.

No one is authorized to provide any employee with an employment contract or special arrangement concerning terms or conditions of employment unless the contract or agreement is in writing and signed by the Executive Director/CEO.

Many matters covered by this handbook, such as benefit plan descriptions, are also described in separate TexAmericas Center documents. These TexAmericas Center documents are always controlling over any statement made in this handbook or by any member of management.

This handbook states only general TexAmericas Center guidelines. TexAmericas Center may, at any time, in its sole discretion, modify or vary from anything stated in this handbook, with or without notice, except for the rights of the parties to terminate employment at will, which may only be modified by an express written agreement signed by the employee and Executive Director/CEO.

This handbook supersedes all prior handbooks.

## Table of Contents

Section 1 - Governing Principles of Employment.....	8
1-1 Welcome Statement .....	8
1-2 Equal Employment Opportunity .....	8
1-3 Non-Harassment .....	9
1-4 Sexual Harassment.....	9
1-5 Drug and Alcohol-Free Workplace .....	10
1-6 Workplace Violence .....	11
Prohibited Conduct .....	12
Procedures for Reporting a Threat .....	12
Section 2 – About TexAmericas Center.....	12
2-1 General Information .....	12
2-2 Mission Statement .....	13
2-3 TexAmericas Center Strategic Plan Goals .....	13
2-4 Authority .....	14
2-5 Severability.....	14
2-6 Purpose .....	15
2-7 Applicability of Personnel Policies .....	15
2-8 Dissemination of Personnel Policies .....	15
2-9 Affirmative Action .....	16
2-10 Changes to Policies and Employee Suggestions .....	16
2-11 Approved Position Descriptions.....	16
Section 3 – Employment Practices.....	17
3-1 Responsible Agent for Appointment .....	17
3-2 Methods of Recruitment and Selection .....	17
3-3 Public Announcements .....	17
3-4 Qualifications .....	18
3-5 Selection.....	18
3-6 Age Requirements.....	18
3-7 Application for Employment .....	18

3-8	Consideration of Current Employees .....	18
3-9	Employment of Relatives (Nepotism) .....	19
3-10	Testing .....	19
3-11	Physical Standards .....	20
3-12	Verification of Eligibility to Work .....	20
3-13	Driving Record .....	20
3-14	Disqualification .....	20
3-15	Orientation and Training .....	21
Section 4 - Operational Policies .....		21
4-1	Employee Classifications .....	21
4-2	Trial Period .....	22
4-3	Your Employment Records .....	22
4-4	Personnel Files .....	22
4-5	Contents of Personnel Files .....	23
4-6	Leave Records .....	24
4-7	Working Hours and Schedule .....	24
4-8	Professional Development .....	24
	Tuition Reimbursement .....	24
	Professional Memberships and Seminars .....	25
4-9	Timekeeping Procedures .....	25
4-10	Overtime .....	25
4-11	Travel Time for Non-Exempt Employees .....	26
	Overnight, Out-of-Town Trips .....	26
	Out-of-Town Trips for One Day .....	26
	Local Travel .....	26
	Commuting Time .....	27
4-12	Safe Harbor Policy for Exempt Employees .....	27
4-13	Your Paycheck .....	28
4-14	Direct Deposit .....	29
4-15	Salary Advances .....	29
4-16	Performance Reviews .....	29

4-17	Record Retention .....	29
4-18	Employee Suggestions and Training .....	29
Section 5 - Benefits .....		30
5-1	Benefits Overview .....	30
5-2	Holidays.....	31
5-3	Annual Leave.....	32
5-4	Sick Leave .....	32
5-5	Maternity Leave.....	33
5-6	Lactation Breaks.....	33
5-7	Insurance Programs .....	34
5-8	Workers' Compensation .....	34
5-9	Jury Duty Leave .....	34
5-10	Bereavement Leave .....	34
5-11	Emergency Leave .....	35
5-12	Voting Leave.....	35
5-13	Retirement Plan .....	35
Section 6 – Financial Polices .....		36
6-1	TexAmericas Center Credit Cards .....	36
6-2	Purchase Orders.....	36
6-3	Non-recurring Payables.....	36
6-4	Monthly Payables.....	36
6-5	Cash Handling Policy .....	37
6-6	Check Writing Policy .....	37
Section 7 - Leaves of Absence.....		37
7-1	Personal Leave .....	37
7-2	Military Leave.....	38
7-3	Using Leave in Combination.....	38
Section 8- General Standards of Conduct.....		39
8-1	Workplace Conduct.....	39
8-2	Punctuality and Attendance.....	40
8-3	Use of Communication and Computer Systems .....	40

- 8-4 Use of Social Media..... 42
- 8-5 Personal and TexAmericas Center-Provided Portable Communication Devices ..... 43
  - Portable Communication Device Use While Driving..... 44
- 8-6 Camera Phones/Recording Devices ..... 45
- 8-7 Inspections ..... 45
- 8-8 Smoking and Tobacco Free ..... 45
- 8-9 Personal Visits and Telephone Calls..... 45
- 8-10 Solicitation and Distribution ..... 46
- 8-11 Confidential TexAmericas Center Information ..... 46
- 8-12 Conflict of Interest and Business Ethics ..... 46
- 8-13 Use of Facilities, Equipment and Property, Including Intellectual Property..... 47
- 8-14 Health and Safety..... 48
- 8-15 Employee Dress and Personal Appearance ..... 48
- 8-16 Publicity/Statements to the Media..... 48
- 8-17 Operation of Vehicles..... 49
- 8-18 Business Expense Reimbursement ..... 49
- 8-19 Outside Activities ..... 50
- 8-20 Political Activities..... 50
- 8-21 Discipline ..... 50
- 8-22 Progressive Discipline ..... 51
- 8-23 Grievances..... 52
  - Final Authority..... 53
  - Procedure..... 53
  - Documentation ..... 54
  - Grievances Relating to Sexual Harassment or Discrimination ..... 54
  - Requirement for Appeal if Dissatisfied ..... 54
- 8-24 References ..... 54
- 8-25 Separations ..... 55
  - Types of Separation ..... 55
- 8-26 Continuation of Group Insurance ..... 56
- 8-27 Exit Interview ..... 56

Approved Position Descriptions  
General Handbook Acknowledgment  
Receipt of Sexual Harassment Policy  
Receipt of Non-Harassment Policy



## **Section 1 - Governing Principles of Employment**

### **1-1 Welcome Statement**

For those of you who are commencing employment with TexAmericas Center, on behalf of TexAmericas Center, let me extend a warm and sincere welcome. We hope you will enjoy your work here. We are glad to have you with us.

For those of you, who have been with us, thank you for your past and continued service.

I extend to you my personal best wishes for your success and happiness here at TexAmericas Center. We understand that it is our employees who provide the services that our customers rely upon, and who will grow and enable us to create new opportunities in the years to come.

Scott Norton, Executive Director/CEO

### **1-2 Equal Employment Opportunity**

TexAmericas Center is an Equal Opportunity Employer that does not discriminate on the basis of actual or perceived race, creed, color, religion, national origin, ancestry, age, disability or handicap, sex, marital status, veteran status, sexual orientation, or any other characteristic protected by applicable federal, state or local laws. Our management team is dedicated to this policy with respect to recruitment, hiring, placement, promotion, transfer, training, compensation, benefits, employee activities and general treatment during employment.

TexAmericas Center will endeavor to make a reasonable accommodation to the known physical or mental limitations of qualified employees with disabilities unless the accommodation would impose an undue hardship on the operation of our business. If you need assistance to perform your job duties because of a physical or mental condition, please let the Executive Director/CEO know.

TexAmericas Center will endeavor to accommodate the sincere religious beliefs of its employees to the extent such accommodation does not pose an undue hardship on TexAmericas Center's operations. If you wish to request such an accommodation, please speak to the Executive Director/CEO.

Any employees with questions or concerns about equal employment opportunities in the

workplace are encouraged to bring these issues to the attention of the Executive Director/CEO. TexAmericas Center will not allow any form of retaliation against individuals who raise issues of equal employment opportunity. To ensure our workplace is free of artificial barriers, violation of this policy will lead to discipline, up to and including discharge.

### **1-3 Non-Harassment**

It is TexAmericas Center's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the Executive Director/CEO. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, TexAmericas Center will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

### **1-4 Sexual Harassment**

It is TexAmericas Center's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within TexAmericas Center. It is to ensure that all TexAmericas Center employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments.

Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact Executive Director/CEO. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, TexAmericas Center will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

### **1-5 Drug and Alcohol-Free Workplace**

To help ensure a safe, healthy and productive work environment for our employees and others, to protect TexAmericas Center property, and to ensure efficient operations, TexAmericas Center has adopted a policy of maintaining a workplace free of drugs and alcohol. This policy applies to all employees and other individuals who perform work for TexAmericas Center.

The unlawful or unauthorized use, abuse, solicitation, theft, possession, transfer, purchase, sale or distribution of controlled substances, drug paraphernalia or alcohol by an individual anywhere on TexAmericas Center premises, while on TexAmericas Center business (whether or not on TexAmericas Center premises) or while representing TexAmericas Center, is strictly prohibited. Employees and other individuals who work for TexAmericas Center also are prohibited from reporting to work or working while they are using or under the influence of alcohol or any controlled substances, except when the use is pursuant to a licensed medical practitioner's instructions and the licensed medical practitioner authorized the employee or individual to report to work.

Employees must notify TexAmericas Center within five calendar days if they are convicted

of a criminal drug violation in the workplace. Such employees will be subject to discipline up to and including discharge.

Violation of this policy will result in disciplinary action, up to and including discharge.

TexAmericas Center maintains a policy of non-discrimination and will endeavor to make reasonable accommodations to assist individuals recovering from substance and alcohol dependencies, and those who have a medical history which reflects treatment for substance abuse conditions. We encourage employees to seek assistance before their substance abuse or alcohol misuse renders them unable to perform the essential functions of their jobs, or jeopardizes the health and safety of any TexAmericas Center employee, including themselves.

At the direction of the Executive Director/CEO, employees may be subject to random drug screening/tests. Refusal to comply will result in disciplinary action, up to and including discharge.

## **1-6 Workplace Violence**

TexAmericas Center is strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to TexAmericas Center and personal property.

We do not expect you to become an expert in psychology or to physically subdue a threatening or violent individual. Indeed, we specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations.

Experts in the mental health profession state that prior to engaging in acts of violence, troubled individuals often exhibit one or more of the following behaviors or signs: over-resentment, anger and hostility; extreme agitation; making ominous threats such as bad things will happen to a particular person, or a catastrophic event will occur; sudden and significant decline in work performance; irresponsible, irrational, intimidating, aggressive or otherwise inappropriate behavior; reacting to questions with an antagonistic or overtly negative attitude; discussing weapons and their use, and/or brandishing weapons in the workplace; overreacting or reacting harshly to changes in TexAmericas Center policies and procedures; personality conflicts with co-workers; obsession or preoccupation with a co-worker or Supervisor; attempts to sabotage the work or equipment of a co-worker;

blaming others for mistakes and circumstances; demonstrating a propensity to behave and react irrationally

### **Prohibited Conduct**

Threats, threatening language or any other acts of aggression or violence made toward or by any TexAmericas Center employee **WILL NOT BE TOLERATED**. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, any attempt at intimidating or instilling fear in others, menacing gestures, flashing of weapons, stalking or any other hostile, aggressive, injurious or destructive action undertaken for the purpose of domination or intimidation. To the extent permitted by law, employees are prohibited from carrying weapons onto TexAmericas Center premises.

### **Procedures for Reporting a Threat**

All potentially dangerous situations, including threats by co-workers, should be reported immediately to any member of management with whom you feel comfortable. Reports of threats may be maintained confidential to the extent maintaining confidentiality does not impede our ability to investigate and respond to the complaints. All threats will be promptly investigated. No employee will be subjected to retaliation, intimidation or disciplinary action as a result of reporting a threat in good faith under this policy.

If TexAmericas Center determines, after an appropriate good faith investigation, that someone has violated this policy, TexAmericas Center will take swift and appropriate corrective action.

If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our offices. Indeed, we want to take effective measures to protect everyone from the threat of a violent act by an employee or by anyone else.

## **Section 2 – About TexAmericas Center**

### **2-1 General Information**

TexAmericas Center is established as an authority and political subdivision of the State of Texas in accordance with Chapter 3503, Texas Special District Local Laws Code. Resolutions by the County of Bowie and area municipalities authorized TexAmericas Center's establishment.

TexAmericas Center is a public organization. Its employees must adhere to high standards of public service that emphasize professionalism, courtesy, and avoidance of even the appearance of illegal or unethical conduct at all times. Employees are required to give a full day's work, to carry out efficiently the work items assigned as their responsibility, and to do their parts in maintaining good relationships with the public, their Supervisors, and other member government employees and officials.

TexAmericas Center is required by State Law to be composed of fifteen members:

- three members appointed by the Texarkana, TX City Council
- two members appointed by the County Judge of Bowie County
- one member appointed by the Bowie County Commissioners Court
- one member appointed by the Mayor of Redwater
- one member appointed by the Mayor of Maud
- one member appointed by the Mayor of Nash
- one member appointed by the Mayor of Wake Village
- one member appointed by the Mayor of New Boston
- one member appointed by the Mayor of Hooks
- one member appointed by the Mayor of Leary
- one member appointed by the Mayor of DeKalb
- one member appointed by the Mayor of Red Lick

As a governmental unit, TexAmericas Center was created to accept title, on approval by and in coordination with the governor, from the United States to all or any portion of the real, personal, and mixed property situated within the surplus property of Red River Army Depot.

## **2-2 Mission Statement**

To generate quality enterprises and activities that ensures the long-term economic stability of Northeast Texas.

## **2-3 TexAmericas Center Strategic Plan Goals**

- Create jobs that exceed the 800 jobs lost through base closure (avoid job shifting for "0" net gain)

- Raise skill and average income levels for jobs created
- Maximize education opportunities to create a skilled labor force
- Develop revenue and support to administer and maintain the facility
- Ensure that reuses are compatible with the highest community goals, standards and adjacent land uses
- Confirm that all interim uses have long-term capability
- Assure that all Federal environmental clean-up responsibilities are met
- Maintain maximum Federal participation in post-closure base maintenance responsibilities
- Ensure maximum opportunity for citizen involvement and participation in base redevelopment
- Guarantee that all real and personal property needed for redevelopment is retained
- Create a redevelopment plan that prioritizes early phase-out lease opportunities and is a dynamic plan that allows maximum flexibility
- Establish a proactive marketing program that targets specific economic development opportunities

#### **2-4 Authority**

The Board of Directors of TexAmericas Center establishes these policies and any amendments, revisions, or additions to the policies must be approved by the Board. TexAmericas Center specifically reserves the right to change, modify, alter, or eliminate any policy at any time, with or without notice. The Executive Director/CEO may issue oral or written interpretations or clarifications of the policies.

These policies completely replace and supersede any and all personnel policies previously adopted, individually or as a set of policies, by TexAmericas Center or predecessor Boards.

#### **2-5 Severability**

The provisions of these policies are severable, and if any provisions or part of a provision is held invalid, illegal, or unenforceable, this shall not affect the validity of the remaining provisions or parts of provisions which shall remain in force and effect.

## **2-6 Purpose**

These policies set forth the primary rules governing employment with TexAmericas Center and are intended to inform employees of the benefits and obligations of employment. They have been prepared and adopted in order to promote consistent, equitable, and effective practices by both employees and Supervisors. They do not and are not intended to create any type of contract of employment between TexAmericas Center and any employee.

## **2-7 Applicability of Personnel Policies**

These personnel policies apply equally to all employees unless a class of employees is specifically exempted by these policies or by written agreement with TexAmericas Center.

In cases where federal or state laws or regulations supersede local policy for specific groups of employees, such laws or regulations will substitute for these personnel policies only insofar as necessary for compliance.

Compliance with these policies is not optional. Failure to comply or follow these policies may subject an employee to disciplinary action, up to and including termination.

## **2-8 Dissemination of Personnel Policies**

The Executive Director/CEO maintains the official set of the personnel policies with all revisions for reference by employees. In addition, the Executive Director/CEO will provide a complete copy of this manual and copies of all subsequent revisions to each TexAmericas Center staff member, who is responsible for notifying employees of policy changes and making the updated manual available to employees. If a question arises about a particular policy, the official set of policies maintained by the Executive Director/CEO should be consulted and shall control.

Employees are required to adhere to the rules and regulations stated herein. Within two weeks of employment, every employee is required to sign an acknowledgment of having read and understood the Personnel Policies Manual and the policies contained in it.



## **2-9 Affirmative Action**

TexAmericas Center will take affirmative action to see that applicants are employed, and employees are treated equally during their employment, without discrimination based on race, age, religion, color, disability, national origin, or sex. In addition, TexAmericas Center will seek actively to include qualified members of minority groups in applicant pools.

## **2-10 Changes to Policies and Employee Suggestions**

These personnel policies may be amended or revised or new policies may be added, at any time, with or without notice, upon the approval of TexAmericas Center Board of Directors.

Employees are encouraged to make constructive suggestions for improvements in these policies or in work procedures or conditions. Any employee who wishes to suggest a personnel policy change should submit his or her suggestion(s) to the Executive Director/CEO who may forward the information to the governing body, where appropriate, along with the rationale for making the change. Employees are responsible for maintaining current knowledge and understanding of all personnel policy changes and for requesting clarification or assistance when needed.

## **2-11 Approved Position Descriptions**

The by-laws state TexAmericas Center may employ such full or part-time employees as needed to carry out the programs of TexAmericas Center, provided however, that such positions have been approved by the board. The following positions have been approved by the TexAmericas Center Board of Directors:

<u>Approved Position Name</u>	<u>Number Approved</u>
Executive Director/CEO	1
Executive Vice President/COO	1
Executive Assistant - Office Manager	1
Controller	1
Bookkeeper/Receptionist	1
Executive VP/Chief Economic Development Officer	1

Economic Development-Administrative Assistant	1
Customer Engagement Specialist	1
Operations Supervisor	1
Labor Foreman/Abatement Supervisor	1
Maintenance Tech	1
Laborer	3

All approved positions may or may not be filled, may be filled by temporary labor, or may be substituted through consultant or contract work as approved by the Board of Directors.

Approved job descriptions are at the end of the Policies Procedure Manual.

### **Section 3 – Employment Practices**

#### **3-1 Responsible Agent for Appointment**

The Executive Director/CEO is the chief administrative officer and is responsible for the selection and length of tenure of all employees of TexAmericas Center within the limits of these policies and the overall comprehensive budget. Other Supervisors may be asked for recommendations as appropriate. All selection decisions will include a review by the Executive Director/CEO of the policies and procedures followed in the search and selection.

#### **3-2 Methods of Recruitment and Selection**

TexAmericas Center has three methods of filling vacancies; (1) promotion from within; (2) lateral transfer from within; or (3) public announcement and competitive consideration of external and internal applications for employment. The Executive Director/CEO determines the method to be used in filling each vacancy.

#### **3-3 Public Announcements**

The Executive Director/CEO in the manner most appropriate for the particular position being filled disseminates public announcements of position openings for which there will be competitive consideration.

### **3-4 Qualifications**

The Executive Director/CEO establishes the minimum required knowledge, skills, and abilities for each staff position and the acceptable levels of experience and training for each.

### **3-5 Selection**

Vacancies on TexAmericas Center staff are filled by promotion, transfer, or initial appointment, and on the basis of merit. Selections are made only on the basis of occupational qualifications and job-related factors such as skill, knowledge, education, experience, and ability to perform the specific job.

### **3-6 Age Requirements**

Persons under 18 years of age will not be employed in any full-time regular position. Legal reference: U.S. Age Discrimination in Employment Act of 1967, as amended.

### **3-7 Application for Employment**

Each applicant for employment is required to submit an application and other pertinent information regarding training and experience. The Executive Director/CEO, or his or her designee, shall make appropriate inquiries to verify the match between the applicant's background and the position requirements.

It is the responsibility of the Executive Director/CEO or his or her designee to make appropriate checks to verify education, experience, character, and required certificates and skills of an applicant prior to appointment. In the case of applicants for positions that require driving a vehicle or certified to operate certain equipment, the Executive Director/CEO or designee may check the prospective employee's driving record and qualifications prior to offering the applicant employment with TexAmericas Center.

### **3-8 Consideration of Current Employees**

In the case of any vacancies in the organization for which competitive internal applications will be accepted the Executive Director/CEO will notify employees and employees will be permitted to apply for any position for which they consider themselves qualified.

### **3-9 Employment of Relatives (Nepotism)**

Nepotism is the showing of favoritism toward a relative. The practice of nepotism in hiring personnel is forbidden.

No person may be hired who is related within the second degree by affinity (marriage) or within the third degree by consanguinity (blood) to any member of the governing body, to the Executive Director/CEO, or to an employee who would supervise the person. No person may continue in employment that is related to the Executive Director/CEO or a member of the Board in one of the prohibited degree.

In addition, in the interest of effective management, no personnel action will be taken that would result in any employee supervising another employee who is related within the second degree of affinity or the third degree of consanguinity to the supervisory employee.

In other cases such as personal relationships where a conflict or the potential for conflict arises, even if there is no supervisory relationship involved, the parties may be separated by reassignment or terminated from employment, at the discretion of TexAmericas Center. Accordingly, all parties to any type of intimate personal relationship must inform management.

If two employees marry, become related, or enter into an intimate relationship, they may not remain in a reporting relationship or in positions where one individual may affect the compensation or other terms or conditions of employment of the other individual. TexAmericas Center generally will attempt to identify other available positions, but if no alternate position is available, TexAmericas Center retains the right to decide which employee will remain with TexAmericas Center.

### **3-10 Testing**

Tests administered for employment or promotion normally will be specifically job-related tests (e.g., operating equipment, word processing, operating a computer, lifting something heavy required in the job, tabulating columns of numbers, or writing samples). TexAmericas Center may conduct pre-employment qualification assessment testing for certain job positions. The tests vary based on the qualifications for the particular position. Reasonable accommodations will be made to applicants with a disability, if a request for

such accommodation is made in advance of a test.

### **3-11 Physical Standards**

Physical Examinations: Applicants may be required to undergo a medical examination if they will be operating TexAmericas Center equipment or machines. All applicants will be subject to urinalysis testing after a conditional offer of employment has been extended.

Employee Medical Records: Medical records relating to the medical condition, medical testing, or drug testing of an employee or a prospective employee are maintained separately from employee personnel files. These medical files are kept in separate files with the master records file, are confidential, and are not released to anyone unless a “need to know” has been clearly established. Only the Executive Director/CEO and the Office Manager have access to employee medical records. (Legal Reference: U.S. Americans with Disabilities Act of 1990.)

### **3-12 Verification of Eligibility to Work**

In order to comply with the Immigration Reform and Control Act of 1986, each new employee is required to complete and sign an INS Form I-9 within three days of his or her first day of employment to provide proof of his or her identity and employment eligibility.

### **3-13 Driving Record**

Every employee who is required to drive a vehicle on TexAmericas Center business must maintain a safe driving record and a valid driver’s license. For this reason, TexAmericas Center may check a prospective employee’s driving record prior to offering the applicant employment in a capacity that requires operating a vehicle, and may recheck an employee’s driving record as needed after employment in such a capacity.

### **3-14 Disqualification**

An applicant is disqualified from employment by TexAmericas Center if he or she: (Legal reference: V.T.C.A. Government Code, Title 4, Section 415.057; Federal Immigration Reform and Control Act of 1986.)

- Does not meet the minimum qualifications for performance of the duties of the position involved
- Knowingly has made a false statement on the application form
- Has committed fraud during the selection process
- Is not legally permitted to hold the position
- Has offered or attempted to offer money, service, or any other thing of value to

secure an advantage in the selection process

- Is not able to perform the essential functions of the position, with or without reasonable accommodation, or
- Has failed to produce within three days of employment original legal document(s) that establish identity and employment eligibility

### **3-15 Orientation and Training**

Before an individual begins performing his or her actual duties, he or she will be given a brief orientation by the Supervisor for whom he or she will be working or by that person's designated representative. The purpose of the session is to enable a new employee to understand his or her job better and to understand the relationship of the job to the overall operation of TexAmericas Center. During the orientation, employees will be given a copy of the Personnel Policies Manual. It must be read within two weeks and the employee must sign a statement that they have read and understood the policies.

Training an employee is the responsibility of the Supervisor for whom the employee works. Whenever possible, employees receive on-the-job training under close supervision.

## **Section 4 - Operational Policies**

### **4-1 Employee Classifications**

For purposes of this handbook, all employees fall within one of the classifications below.

Full-Time Employees - Employees who regularly work at least 40 hours per week who were not hired on a short-term basis.

Part-Time Employees - Employees who regularly work fewer than 40 hours per week who were not hired on a short-term basis.

Short-Term Employees - Employees who were hired for a specific short-term project, or on a short-term freelance, per diem or temporary basis. Short-Term Employees generally are not eligible for TexAmericas Center benefits, but are eligible to receive statutory benefits.

In addition to the above classifications, employees are categorized as either "exempt" or "non-exempt" for purposes of federal and state wage and hour laws. Exempt employees do not receive overtime pay; they generally receive the same weekly salary regardless of

hours worked. Such salary may be paid less frequently than weekly. You will be informed of your classifications upon hire and informed of any subsequent changes to your classifications.

#### **4-2 Trial Period**

The first three months of your employment is a probationary period. This is an opportunity for TexAmericas Center to evaluate your performance. It also is an opportunity for you to decide whether you are happy being employed by TexAmericas Center. TexAmericas Center may extend the probationary period if it desires. Completion of the probationary period does not alter an employee's at-will status.

TexAmericas Center will conduct a formal performance review at the end of the probationary period.

#### **4-3 Your Employment Records**

In order to obtain your position, you provided us with personal information, such as your address and telephone number. This information is contained in your personnel file.

Please keep your personnel file up to date by informing the Office Manager of any changes. Also, please inform the Office Manager of any specialized training or skills you may acquire in the future, as well as any changes to any required visas. Unreported changes of address, marital status, etc. can affect your withholding tax and benefit coverage. Further, an "out of date" emergency contact or an inability to reach you in a crisis could cause a severe health or safety risk or other significant problems.

#### **4-4 Personnel Files**

Personnel records are maintained by the Executive Director/CEO or his or her designee.

Information in an employee's personnel file is public information and must be disclosed upon request unless specific items are accepted from disclosure by law. No information from any record placed in an employee's file will be communicated to any person or organization except by the Executive Director/CEO or an employee authorized to do so by the Executive Director/CEO.

Each employee may choose whether TexAmericas Center discloses the employee's home address and telephone number to the public on request. If a new employee does not request confidentiality within the first 14 days of employment, the home address and telephone number of file are considered public information. However, employees may

change their election for disclosure or confidentiality at any time. A form for designating this information as confidential or public is available from the Executive Director/CEO. (Legal reference: Texas Open Records Act, V.T.C.S. Article 6252-17a.)

An employee or his or her representative designated in writing may examine the employee's personnel file upon request during normal working hours at TexAmericas Center offices.

When a Supervisor requires access to the personnel file of an employee under his or her supervision for the handling of personnel matters, the Supervisor must obtain authorization from the Executive Director/CEO or his or her designee.

Employees are expected to inform the Office Manager of any changes or corrections to information recorded in their individual personnel file such as home address, telephone number, person to be notified in case of emergency, or other pertinent information.

#### **4-5 Contents of Personnel Files**

An employee's official personnel file may contain at least the following:

- An employment record form summarizing the employee's history with TexAmericas Center
- W2
- I-9 form
- A copy of the employee's application for employment/resume
- A copy of the employment offer letter and acceptance
- Employee's job description(s) (if any)
- Election to disclose or keep confidential home address and home telephone number form
- Personnel Action Forms
- Records of any citations for excellence, awards for good performance, or job-related training/education
- Records of disciplinary action(s)
- Performance evaluations
- Copies of any grievances and related materials
- Any other pertinent information having a bearing on the employee's status
- Any written statements from the employee explaining, rebutting, or clarifying other items in the file



An employee's personnel file does not contain information regarding an employee's medical record(s), nor does it contain any information relating to drug testing. (Legal reference: U.S. Americans with Disabilities Act of 1990.)

#### **4-6 Leave Records**

Records of vacation leave and sick leave accrual and of leave usage are kept for each employee by the Controller or his/her designee. Leave is updated every pay period. Leave balances are shown on employee's paystub which reflect any remaining leave to which an employee is entitled.

#### **4-7 Working Hours and Schedule**

TexAmericas Center normally is open for business from 8:00 am to 4:30 pm, Monday through Friday. You will be assigned a work schedule and you will be expected to begin and end work according to the schedule. To accommodate the needs of our business, at some point we may need to change individual work schedules on either a short-term or long-term basis.

Employees will be provided meal and rest periods as required by law. Your Supervisor will provide further details.

#### **4-8 Professional Development**

TexAmericas Center encourages its employees to take advantage of educational or training opportunities and professional memberships that are related to and will enhance the performance of the employees work with TexAmericas Center.

##### **Tuition Reimbursement**

With advance approval of the Executive Director/CEO, full-time employees who enroll in accredited courses of instruction that will enhance their job performance at TexAmericas Center may be reimbursed for tuition, fees and books upon presenting evidence of successful course completion.

In order to be entitled to reimbursement, employees must make a written request and receive written approval of the Executive Director/CEO prior to course enrollment. Any employee who receives reimbursement for education and training and who voluntarily leaves the employ of TexAmericas Center fewer than 6 months after receiving the reimbursement must return the amount received in full. TexAmericas Center may deduct any such amounts owed from accrued pay or benefits otherwise due to the employee

upon termination.

### **Professional Memberships and Seminars**

TexAmericas Center encourages membership and active participation by employees in appropriate professional organizations when they are judged by the Executive Director/CEO to offer special training or information of value to the employee in the performance of TexAmericas Center duties. Memberships and attendance at meetings and conferences of professional organizations paid for by TexAmericas Center are subject to specific approval by the Executive Director/CEO.

### **4-9 Timekeeping Procedures**

Employees must record their actual time worked for payroll and benefit purposes. Non-exempt employees must record the time work begins and ends, as well as the beginning and ending time of any departure from work for any non-work-related reason, on forms as prescribed by management.

Altering, falsifying or tampering with time records is prohibited and subjects the employee to discipline, up to and including discharge.

Exempt employees are required to record their daily work attendance and report full days of absence from work for reasons such as leaves of absence, sick leave or personal business.

Non-exempt employees may not start work until their scheduled starting time.

It is your responsibility to sign your time record to certify the accuracy of all time recorded. Any errors in your time record should be reported immediately to your Supervisor, who will attempt to correct legitimate errors.

### **4-10 Overtime**

Like most successful companies, we experience periods of extremely high activity. During these busy periods, additional work is required from all of us. Your Supervisor is responsible for monitoring business activity and requesting overtime work if it is necessary. Effort will be made to provide you with adequate advance notice in such situations.

Any non-exempt employee who works overtime will be compensated at the rate of one and one-half times (1.5) his/her normal hourly wage for all time worked in excess of forty (40) hours each week, unless otherwise required by law.

TexAmericas Center staff who are exempt from the overtime provisions of the Fair Labor Standards Act are expected to render necessary and reasonable overtime services with no additional compensation. The salaries of these positions are established with this assumption in mind. This overtime may be used as a factor in granting or denying paid leave other than vacation or sick leave. (Legal reference: U.S. Fair Labor Standards Act of 1938, as amended; Garcia v. S.A.M.T.A., U.S. Supreme Court, 1985; U.S. Equal Pay Act of 1963.)

Employees may work overtime only with prior management authorization.

For purposes of calculating overtime for non-exempt employees, the work week begins at 12 a.m. on Saturday and ends 168 hours later at 12 a.m. on the following Saturday.

#### **4-11 Travel Time for Non-Exempt Employees**

##### **Overnight, Out-of-Town Trips**

Non-exempt employees will be compensated for time spent traveling (except for meal periods) during their normal working hours, on days they are scheduled to work and on unscheduled work days (such as weekends). Non-exempt employees also will be paid for any time spent performing job duties during otherwise non-compensable travel time; however, such work should be limited absent advance management authorization.

##### **Out-of-Town Trips for One Day**

Non-exempt employees who travel out of town for a one-day assignment will be paid for all travel time, except for, among other things: (i) time spent traveling between the employee's home and the local railroad, bus or plane terminal; and (ii) meal periods. Non-exempt employees will be paid a per diem based on the location of travel and the number of quarters they are traveling for business. There are four quarters in a day specifically defined as: Quarter 1 is 12am-6am, Quarter 2 is 6am-12pm, Quarter 3 is 12pm-6pm, and Quarter 4 is 6pm-12am. If the non-exempt employee is traveling at any part of any quarter they will receive a per diem for that quarter.

##### **Local Travel**

Non-exempt employees will be compensated for time spent traveling from one job site to another job site during a workday. The trip home, however, is non-compensable when an employee goes directly home from his/her final job site, unless it is much longer than his/her regular commute home from the regular worksite. In such case, the portion of the trip home in excess of the regular commute is compensable.

## **Commuting Time**

Under the Portal to Portal Act, travel from home to work and from work to home is generally non-compensable. However, if a non-exempt employee regularly reports to a worksite near his/her home, but is required to report to a worksite farther away than the regular worksite, the additional time spent traveling is compensable. If compensable travel time results in more than 40 hours worked by a non-exempt employee, the employee will be compensated at an overtime rate of one and one-half times the regular rate.

## **4-12 Safe Harbor Policy for Exempt Employees**

It is our policy and practice to accurately compensate employees and to do so in compliance with all applicable state and federal laws. To ensure that you are paid properly and that no improper deductions are made, you must review your pay stubs promptly to identify and report all errors.

If you are classified as an exempt salaried employee, you will receive a salary which is intended to compensate you for all hours you may work for TexAmericas Center. This salary will be established at the time of hire or when you become classified as an exempt employee. While it may be subject to review and modification from time to time, such as during salary review times, the salary will be a predetermined amount that will not be subject to deductions for variations in the quantity or quality of the work you perform.

Under federal and state law, your salary is subject to certain deductions. For example, unless state law requires otherwise, your salary can be reduced for the following reasons:

- Full-day absences for personal reasons
- Full-day absences for sickness or disability
- Full-day disciplinary suspensions for infractions of our written policies and procedures
- To offset amounts received as payment for jury and witness fees or military pay
- The first or last week of employment in the event you work less than a full week
- Any full work week in which you do not perform any work

Your salary may also be reduced for certain types of deductions such as your portion of health, dental or life insurance premiums; state, federal or local taxes; social security; or voluntary contributions to a 457(b)/401(a) or pension plan.

In any work week in which you performed any work, your salary will not be reduced for

any of the following reasons:

- Partial day absences for personal reasons, sickness or disability
- Your absence on a day because your employer has decided to close a facility on a scheduled work day
- Absences for jury duty, attendance as a witness, or military leave in any week in which you have performed any work
- Any other deductions prohibited by state or federal law.

However, unless state law provides otherwise, deductions may be made to your accrued leave for full- or partial-day absences for personal reasons, sickness or disability.

Exempt employees are expected to complete weekly timesheets.

If you believe you have been subject to any improper deductions, you should immediately report the matter to your Supervisor. If the Supervisor is unavailable or if you believe it would be inappropriate to contact that person (or if you have not received a prompt and fully acceptable reply), you should immediately contact the Controller or any other Supervisor in TexAmericas Center with whom you feel comfortable.

Comp time for full-time exempt employees can be tracked and used at the discretion of the Executive Director/CEO.

#### **4-13 Your Paycheck**

You will be paid bi-weekly for all the time you have worked during the past pay period.

Your paystub itemizes deductions made from your gross earnings. By law, TexAmericas Center is required to make deductions for Social Security, federal income tax and any other appropriate taxes. These required deductions also may include any court-ordered garnishments. Your paystub will also differentiate between regular pay received and overtime pay received.

If you believe there is an error in your pay, bring the matter to the attention of the Controller immediately so TexAmericas Center can resolve the matter quickly and amicably.

Your paystub will be given only to you, unless you request that it be mailed, or authorize in writing another person to accept your paystub for you.

#### **4-14 Direct Deposit**

TexAmericas Center requires employees to use direct deposit. Authorization forms are available from the Office Manager.

#### **4-15 Salary Advances**

TexAmericas Center does not permit advances on paychecks or against accrued paid time off.

#### **4-16 Performance Reviews**

Depending on your position and classification, TexAmericas Center endeavors to review your performance annually. However, please understand that a positive performance evaluation does not guarantee an increase in salary, a promotion, or continued employment. Compensation increases and the terms and conditions of employment, including job assignments, transfers, promotions, and demotions, are determined by and at the discretion of the Executive Director/CEO.

In addition to these formal performance evaluations, TexAmericas Center encourages you and your Supervisor to discuss your job performance on a frequent and ongoing basis.

#### **4-17 Record Retention**

TexAmericas Center acknowledges its responsibility to preserve information relating to litigation, audits and investigations. Failure on the part of employees to follow this policy can result in possible civil and criminal sanctions against TexAmericas Center and its employees and possible disciplinary action against responsible individuals (up to and including termination of employment). Each employee has an obligation to contact the Executive Director/CEO to inform them of a potential or actual litigation, external audit, investigation or similar proceeding involving TexAmericas Center that may have an impact on record retention protocols.

#### **4-18 Employee Suggestions and Training**

Employees are encouraged to make suggestions to their Supervisors for improvements that would make the TexAmericas Center a safer or more healthful place to work.

A safety training record shall be maintained for each TexAmericas Center employee. The Supervisor will ensure each employee's training record is documented, and each employee will acknowledge the training by signing and dating the form.

The Supervisor may hold periodic safety meetings to the benefit of the TexAmericas Center. Subject sources range from, but are not limited to the following: CD-ROM training aids, Internet correspondence, OSHA manuals, and or public access videos available from city libraries, on pre-selected topics pertinent to TexAmericas Center activities.

The Supervisor may offer training classes for all employees, using CD-ROM safety training discs and other multi-media projection system, and other training aids. Individual safety classes may be conducted when coordinated with the Supervisor. The Supervisor and or staff personnel can make hard copies of specific CD-ROM safety training topics for those employees that do not have access to a CD-ROM device at their work site. Employees are encouraged to promote safety awareness among the entire work force.

## **Section 5 - Benefits**

### **5-1 Benefits Overview**

In addition to good working conditions and competitive pay, it is TexAmericas Center's policy to provide a combination of supplemental benefits to all eligible employees. In keeping with this goal, each benefit program has been carefully devised. These benefits include time-off benefits, such as vacations and holidays, and insurance and other plan benefits. We are constantly studying and evaluating our benefits programs and policies to better meet your present and future requirements. These policies have been developed over the years and continue to be refined to keep up with changing times and needs.

The next few pages contain a brief outline of the benefits programs TexAmericas Center provides for you and your family. Of course, the information presented here is intended to serve only as guidelines.

The descriptions of the insurance and other plan benefits merely highlight certain aspects of the applicable plans for your general information only. The details of those plans are spelled out in the official plan documents, which are available for review upon your request from the Office Manager. Additionally, the provisions of the plans, including eligibility and benefits provisions, are summarized in the summary plan descriptions ("SPDs") for the plans (which may be revised from time to time). In the determination of benefits and all other matters under each plan, the terms of the official plan documents shall govern over the language of any descriptions of the plans, including the SPDs and this handbook.

Further, TexAmericas Center (including the officers and administrators who are

responsible for administering the plans) retains full discretionary authority to interpret the terms of the plans, as well as full discretionary authority with regard to administrative matters arising in connection with the plans and all issues concerning benefit terms, eligibility and entitlement.

While TexAmericas Center intends to maintain these employee benefits, it reserves the absolute right to modify, amend or terminate these benefits at any time and for any reason.

If you have any questions regarding your benefits, please contact the Office Manager.

## **5-2 Holidays**

Full-time employees will be paid for the following holidays:

New Year's Day  
Martin Luther King, Jr. Day  
President's Day  
Good Friday  
Memorial Day  
Independence Day  
Labor Day  
Columbus Day  
Veterans' Day  
Thanksgiving Day and following Friday  
Christmas Eve and Christmas Day

When holidays fall or are celebrated on a regular work day, eligible employees will receive one (1) day's pay at their regular straight-time rate. Eligible employees who are called in to work on a holiday will receive a minimum of 4 hours pay at double time, and granted an alternate day off for the holiday, preferably within the same pay period.

If a holiday falls within an eligible employee's approved vacation period, the eligible employee will be paid for the holiday (at the regular straight-time rate) and not charged for the vacation day.

If a holiday falls within a jury duty or bereavement leave, the eligible employee will be paid for the holiday (at the regular straight-time rate) in addition to the leave day, or the eligible employee will receive an additional day off at the option of TexAmericas Center.



If a holiday falls within maternity leave the holiday will not be paid.

### **5-3 Annual Leave**

We know how hard you work and recognize the importance of providing you with time for rest and relaxation. We fully encourage you to get this rest by taking your vacation time.

Full-time employees accrue up to fifteen (15) days of vacation per year (120 hours). Vacation is accrued on a pro-rata basis throughout the year at a rate of 4.62 hours per pay period. Vacation leave may not be taken before the completion of 6 months of employment and worked a total of 1,040 hours, even if a portion of those hours were worked through a temporary employment service

The maximum allowable accumulation of vacation leave is five weeks (200 hours). No vacation leave above the maximum allowable is accrued.

The maximum vacation entitlement for part-time employees is pro-rated based on hours worked.

Accrued, unused vacation time can be carried over to the following calendar year.

Every effort will be made to grant your vacation preference, consistent with our operating schedule. However, if too many people request the same period of time off, TexAmericas Center reserves the right to choose who may take vacation during that period. Individuals with the longest length of service generally will be given preference. Vacation requests must be submitted to your manager at least 2 weeks in advance of your requested vacation dates.

Accrued, unused vacation is paid out upon separation for employees that have been employed for six (6) months and worked 1,040 hours. Employees MUST give proper written notice of separation of at least two weeks to be eligible for the payment of the unused vacation.

Advanced but unaccrued vacation will be deducted from your final paycheck, to the extent permitted by law.

### **5-4 Sick Leave**

Full-time employees are eligible to receive up to twelve (12) paid sick days (96 hours) each year. Sick leave is accrued on a pro-rata basis throughout the year at a rate of 3.68 hours per pay period. If you will be out of work due to illness, you must call in and notify your

Supervisor as early as possible, but at least by the start of your workday. If you call in sick for three (3) or more consecutive days, you may be required to provide your Supervisor with a doctor's note on the day you return to work.

The maximum allowable accumulation of sick leave is fifteen weeks (600 hours). No sick leave above the maximum allowable is accrued.

Accrued, unused sick time can be carried over to the following calendar year.

The maximum sick day's entitlement for part-time employees is pro-rated based on hours worked.

Accrued sick leave is not paid out at separation.

Employee with accrued sick leave may use it if the employee is absent from work due to:

- Personal illness or physical or mental incapacity
- Medical, dental, or optical examination or treatments
- Medical quarantine resulting from exposure to a contagious disease, or
- Illness of a member of the employee's immediate family who requires the employee's personal care and attention. For this purpose, immediate family is defined as the employee's spouse, children, parent, or any other relative of the employee who resides in the employee's household and is dependent on the employee for care

Advanced but unaccrued sick days will be deducted from your final paycheck, to the extent permitted by state law.

## **5-5 Maternity Leave**

Maternity leave can be claimed by full-time employees who have worked at TexAmericas Center for at least 12 consecutive months, following the birth of a child. Generally, six consecutive weeks of maternity leave will be granted to eligible employees. Maternity leave is unpaid leave provided; however, an employee may have accrued sick leave and vacation leave and be compensated for same.

## **5-6 Lactation Breaks**

Employees who are nursing are provided with reasonable unpaid break time for up to one year following the birth of a child to express breast milk, as long as providing such break time does not unduly disrupt operations. TexAmericas Center will provide a private

location. Please advise management if you need break time and an area for this purpose. Employees will not be retaliated against for exercising their rights under this policy.

### **5-7 Insurance Programs**

Full-time employees may participate in TexAmericas Center's insurance programs. Under these plans, eligible employees will receive comprehensive health and other insurance coverage for themselves and their families, as well as other benefits.

Upon becoming eligible to participate in these plans, you will receive summary plan descriptions (SPDs) describing the benefits in greater detail. Please refer to the SPDs for detailed plan information. Of course, feel free to speak to the Office Manager if you have any further questions.

### **5-8 Workers' Compensation**

On-the-job injuries are covered by our Workers' Compensation Insurance Policy, which is provided at no cost to you. If you are injured on the job, no matter how slightly, report the incident immediately to your Supervisor. Employees injured on the job will be required to take a drug test. Failure to follow TexAmericas Center procedures may affect your ability to receive Workers Compensation benefits.

This is solely a monetary benefit and not a leave of absence entitlement. Employees who need to miss work due to a workplace injury must also request a formal leave of absence.

### **5-9 Jury Duty Leave**

TexAmericas Center realizes that it is the obligation of all U.S. citizens to serve on a jury when summoned to do so. All employees will be allowed time off to perform such civic service as required by law. You are expected, however, to provide TexAmericas Center with proper notice of your request to perform jury duty and with your verification of service. You also are expected to keep management informed of the expected length of your jury duty service and to report to work for the remaining portion of the day if you are excused by the court. If the required absence presents a serious conflict for management, you may be asked to try to postpone your jury duty. Employees on jury duty leave will be paid.

### **5-10 Bereavement Leave**

We know the death of a family member is a time when you wish to be with the rest of your family. If you are a full-time employee and you lose a close relative, you will be allowed paid time off of up to five (5) days to assist in attending to your obligations and

commitments. For the purposes of this policy, a close relative includes a spouse, domestic partner, child, parent, sibling, or grandparent of an employee, employee's spouse, or any relative living in the employee's household. You must inform your Supervisor prior to commencing bereavement leave. In administering this policy, TexAmericas Center may require verification of death.

### **5-11 Emergency Leave**

Up to three days per year of emergency leave with pay may be granted to full-time employees by the Executive Director/CEO in the event of (1) a death in an employee's family or (2) serious illness of a member of the employee's immediate family who requires the employee's personal care and attention if sick leave is not available or (3) an unforeseen circumstance that would warrant emergency leave. The length of time granted (number of hours or days) for a specific emergency leave must be approved by the Executive Director/CEO in advance and will depend on the circumstances. The terms of and reasons for the leave must be documented and filed in the employees personnel file.

For purposes of emergency leave, family includes spouse, child, parent, brother, sister, or grandparents of an employee, employees spouse, or any relative living in the employees household.

### **5-12 Voting Leave**

In the event an employee does not have sufficient time outside of working hours to vote in an election, the employee may take off enough working time to vote. Such time will be paid. This time should be taken at the beginning or end of the regular work schedule. Where possible, your Supervisor should be notified at least two days prior to the voting day.

### **5-13 Retirement Plan**

Eligible employees are able to participate in TexAmericas Center's retirement plan. Plan participants may make pre-tax contributions to a retirement account.

Upon becoming eligible to participate in this plan, you will receive an SPD describing the plan in greater detail. Please refer to the SPD for detailed plan information. Of course, feel free to speak to the Office Manager if you have any further questions.

## **Section 6 – Financial Polices**

### **6-1 TexAmericas Center Credit Cards**

The TexAmericas Center may provide credit cards for use by TexAmericas Center employees and are intended for TexAmericas Center business only. Each month the employee who is responsible for a credit card will be issued a copy of the bill for that credit card and it is the responsibility of the employee to review this bill and determine its accuracy. The employee is responsible for the receipts of items charged throughout the month. Each amount on the monthly billing must have a receipt or some type of documentation to support it, which should be attached to the bill. If any charges are determined to be inaccurate or inappropriate they should be reported to TexAmericas Center Executive Director/CEO.

### **6-2 Purchase Orders**

All Purchase Orders must be tied to a budget line item and should be pre-approved in the budget. The budgets have provided for certain items to be purchased and thus are pre-approved.

Recurring payables will be covered by a Blanket Purchase Order with a pre-set limit. All payables require a pre-approved Purchase Order for the amount of the purchase.

### **6-3 Non-recurring Payables**

In case of a need for repairs to an asset or system of TexAmericas Center due to unforeseen and unforeseeable actions requiring immediate action to protect the property of TexAmericas Center and/or the health and safety of its employees, contractors, lessees, and utility customers or to prevent an interruption of utility service to said persons and/or entities, the Executive Director may expend the funds necessary to restore the property, system and/or service in an amount not to exceed \$50,000.

### **6-4 Monthly Payables**

All monthly payables will require one signature or a pre-approved contract.

A summary of all payables in the form of a checkbook register will be submitted to the Treasurer at each Board meeting for the prior month period.

### **6-5 Cash Handling Policy**

All transactions/receipts will require verification from 2 employees before a deposit is

made. All cash and checks will be logged in the check register. After logging these items on the check register, a copy of each check will be made and filed in a folder with the Bookkeeper/Receptionist. The Bookkeeper/Receptionist will create a deposit slip. The deposit is verified by the Controller. The Controller will then make the deposit and will return the receipts to the Bookkeeper/Receptionist.

### **6-6 Check Writing Policy**

The Bookkeeper/Receptionist will keep all checks in the safe. The Bookkeeper/Receptionist and the Office Manager will have access to the safe. The Bookkeeper/Receptionist will print checks. In the event the Bookkeeper/Receptionist is not able to print a check, the Office Manager will issue the check to the Controller. The Controller will not be allowed to sign a check that he/she printed. The CEO, Controller or Board Member will sign all checks not to exceed \$50,000. All checks over \$50,000 will require two signatures and must be signed by the Executive Director/CEO, Controller or an authorized Board Member.

## **Section 7 - Leaves of Absence**

### **7-1 Personal Leave**

If you are ineligible for any other TexAmericas Center leave of absence, TexAmericas Center, under certain circumstances, may grant you a personal leave of absence without pay. A written request for a personal leave should be presented to management at least two (2) weeks before the anticipated start of the leave. If the leave is requested for medical reasons, medical certification also must be submitted. Your request will be considered on the basis of staffing requirements and the reasons for the requested leave, as well as your performance and attendance records. Normally, a leave of absence will be granted for a period of up to eight (8) weeks. Under unusual circumstances a personal leave may be extended if, prior to the end of your leave, you submit a written request for an extension to management and the request is granted. During your leave, you will not earn vacation or sick days. We will continue your health insurance coverage during your leave if you submit the monthly premium payments to TexAmericas Center in a timely manner, subject to the terms of the plan documents.

When you anticipate your return to work, please notify management of your expected return date. This notification should be made at least one week before the end of your leave.

Upon completion of your personal leave of absence, TexAmericas Center will attempt to

return you to your original job, or to a similar position, subject to prevailing business considerations. Reinstatement, however, is not guaranteed.

Failure to advise management of your availability to return to work, failure to return to work when notified, or your continued absence from work beyond the time approved by TexAmericas Center will be considered a voluntary resignation of your employment.

## **7-2 Military Leave**

If you are called into active military service or you enlist in the uniformed services, you will be eligible to receive an unpaid military leave of absence. To be eligible for military leave, you must provide management with advance notice of your service obligations unless you are prevented from providing such notice by military necessity or it is otherwise impossible or unreasonable for you to provide such notice. Provided your absence does not exceed applicable statutory limitations, you will retain reemployment rights and accrue seniority and benefits in accordance with applicable federal and state laws. Please ask management for further information about your eligibility for Military Leave.

If you are required to attend yearly Reserves or National Guard duty, you can apply for an unpaid temporary military leave of absence not to exceed the number of days allowed by law (including travel). You should give management as much advance notice of your need for military leave as possible so that we can maintain proper coverage while you are away.

## **7-3 Using Leave in Combination**

A regular employee who is requesting extended leave for illness or temporary disability has the option of choosing to use all or part of his or her accrued sick and vacation leave in any combination with the requested leave without pay, contingent upon the approval of the Executive Director/CEO.

If an employee is sick or temporarily disabled for non-work-related reasons, and he or she exhausts accrued sick leave, TexAmericas Center will automatically begin applying any accrued vacation leave credits unless notified differently by the employee.

Sick leave cannot be used for vacation purposes when vacation leave is exhausted.

With the approval of the Executive Director/CEO, other types of leave may be used in combination or coupled with holidays if it is determined to be in the best interests of TexAmericas Center and the employee.

## **Section 8- General Standards of Conduct**

### **8-1 Workplace Conduct**

TexAmericas Center endeavors to maintain a positive work environment. Each employee plays a role in fostering this environment. Accordingly, we all must abide by certain rules of conduct, based on honesty, common sense and fair play.

Because everyone may not have the same idea about proper workplace conduct, it is helpful to adopt and enforce rules all can follow. Unacceptable conduct may subject the offender to disciplinary action, up to and including discharge, in TexAmericas Center's sole discretion. The following are examples of some, but not all, conduct which can be considered unacceptable:

- Obtaining employment on the basis of false or misleading information
- Stealing, removing or defacing TexAmericas Center property or a co-worker's property, and/or disclosure of confidential information
- Completing another employee's time records
- Dishonesty
- Violation of safety rules and policies
- Violation of TexAmericas Center's Drug and Alcohol-Free Workplace Policy
- Fighting, threatening or disrupting the work of others or other violations of TexAmericas Center's Workplace Violence Policy
- Insubordination or disobedience of a lawful management directive
- Use of foul or inappropriate language
- Loitering or loafing during work time, or leaving a work area without the permission of management
- Violation of the Punctuality and Attendance Policy, including but not limited to irregular attendance, habitual lateness or unexcused absences
- Gambling on TexAmericas Center property
- Stopping work prior to the end of any shift without management's permission
- Willful or careless destruction or damage to TexAmericas Center assets or to the equipment or possessions of another employee
- Wasting work materials
- Performing work of a personal nature during working time
- Violation of the Solicitation and Distribution Policy
- Violation of TexAmericas Center's Harassment or Equal Employment Opportunity Policies
- Violation of the Communication and Computer Systems Policy



- Unsatisfactory job performance
- Any other violation of TexAmericas Center policy

Obviously, not every type of misconduct can be listed. Note that all employees are employed at-will, and TexAmericas Center reserves the right to impose whatever discipline it chooses, or none at all, in a particular instance. TexAmericas Center will deal with each situation individually and nothing in this handbook should be construed as a promise of specific treatment in a given situation. However, TexAmericas Center will endeavor to utilize progressive discipline but reserves the right in its sole discretion to terminate an employee at any time for any reason.

The observance of these rules will help to ensure that our workplace remains a safe and desirable place to work.

## **8-2 Punctuality and Attendance**

You were hired to perform an important function at TexAmericas Center. As with any group effort, operating effectively takes cooperation and commitment from everyone. Therefore, your attendance and punctuality are very important. Unnecessary absences and lateness are expensive, disruptive and place an unfair burden on your fellow employees and your supervisors. We expect excellent attendance from each of you. Excessive absenteeism or tardiness will result in disciplinary action up to and including discharge.

We do recognize, however, that there are times when absences and tardiness cannot be avoided. In such cases, you are expected to notify your supervisor as early as possible, but no later than the start of your work day. Asking another employee, friend or relative to give this notice is improper and constitutes grounds for disciplinary action. Please call, stating the nature of your illness and its expected duration, every day that you are absent.

Unreported absences of three consecutive work days generally will be considered a voluntary resignation of your employment with TexAmericas Center.

## **8-3 Use of Communication and Computer Systems**

TexAmericas Center communication and computer systems are intended for business purposes and may be used only during working time; however limited personal usage is permitted if it does not hinder performance of job duties or violate any other TexAmericas Center policy. This includes the voice mail, e-mail and Internet systems. Users have no legitimate expectation of privacy in regard to their use of the systems.

TexAmericas Center may access the voice mail and e-mail systems and obtain the communications within the systems, including past voice mail and e-mail messages, without notice to users of the system, in the ordinary course of business when TexAmericas Center deems it appropriate to do so. The reasons for which TexAmericas Center may obtain such access include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that TexAmericas Center operations continue appropriately during an employee's absence.

Further, TexAmericas Center may review Internet usage to ensure that such use with TexAmericas Center property, or communications sent via the Internet with TexAmericas Center property, are appropriate. The reasons for which TexAmericas Center may review employees' use of the Internet with TexAmericas Center property include, but are not limited to: maintaining the system; preventing or investigating allegations of system abuse or misuse; assuring compliance with software copyright laws; complying with legal and regulatory requests for information; and ensuring that TexAmericas Center operations continue appropriately during an employee's absence.

TexAmericas Center may store electronic communications for a period of time after the communication is created. From time to time, copies of communications may be deleted.

TexAmericas Center policies prohibiting harassment, in their entirety, apply to the use of TexAmericas Center communication and computer systems. No one may use any communication or computer system in a manner that may be construed by others as harassing or offensive based on race, national origin, sex, sexual orientation, age, disability, religious beliefs or any other characteristic protected by federal, state or local law.

Since TexAmericas Center communication and computer systems are intended for business use, these systems may not be used to solicit for religious or political causes or outside organizations.

Further, since TexAmericas Center communication and computer systems are intended for business use, all employees, upon request, must inform management of any private access codes or passwords.

Unauthorized duplication of copyrighted computer software violates the law and is strictly prohibited.

No employee may access, or attempt to obtain access to, another employee's computer systems without appropriate authorization.

Violators of this policy may be subject to disciplinary action, up to and including discharge.

#### **8-4 Use of Social Media**

TexAmericas Center respects the right of any employee to maintain a personal blog or web page or to participate in a social networking, Twitter or similar site. However, to protect TexAmericas Center interests and ensure employees focus on their job duties, employees must adhere to the following rules:

Employees may not post on a personal blog or web page or participate on a social networking, Twitter or similar site during working time or at any time with TexAmericas Center equipment or property.

All rules regarding confidential and proprietary business information apply in full to blogs, web pages, social networking, Twitter and similar sites. Any information that cannot be disclosed through a conversation, a note or an e-mail also cannot be disclosed in a blog, web page, social networking, Twitter or similar site.

Whether an employee is posting something on his or her own blog, web page, social networking, Twitter or similar site or on someone else's, if the employee mentions TexAmericas Center and also expresses either a political opinion or an opinion regarding TexAmericas Center's actions, the poster must include a disclaimer. The poster should specifically state that the opinion expressed is his/her personal opinion and not TexAmericas Center's position. This is necessary to preserve TexAmericas Center's good will in the marketplace.

Employees should be respectful of their potential readers and colleagues and refrain from using discriminatory comments, personal insults, libel or slander when commenting about TexAmericas Center, their superiors, co-workers or TexAmericas Center's competitors.

Any conduct that is impermissible under the law if expressed in any other form or forum is impermissible if expressed through a blog, web page, social networking, Twitter or similar site. For example, posted material that is discriminatory, harassing, obscene, defamatory, libelous or threatening is forbidden. TexAmericas Center policies apply equally to employee blogging. Employees should review their Employee Handbook for further guidance.

TexAmericas Center encourages all employees to keep in mind the speed and manner in which information posted on a blog, web page, social networking, Twitter or similar site can be relayed and often misunderstood by readers. While an employee's free time is generally not subject to any restrictions by TexAmericas Center, with the exception of the limited restrictions above, TexAmericas Center urges all employees to refrain from posting information regarding TexAmericas Center or their jobs that could embarrass or upset co-workers or that could detrimentally affect TexAmericas Center's business. Employees must use their best judgment. Employees with any questions should review the guidelines above and/or consult with their manager. When in doubt, don't post. Failure to follow these guidelines may result in discipline, up to and including termination.

#### **8-5 Personal and TexAmericas Center-Provided Portable Communication Devices**

TexAmericas Center-provided portable communication devices (PCDs), including cell phones and personal digital assistants, should be used primarily for business purposes. Employees have no reasonable expectation of privacy in regard to the use of such devices, and all use is subject to monitoring, to the maximum extent permitted by applicable law. This includes as permitted the right to monitor personal communications as necessary. Employees who choose to use TexAmericas Center phone as a personal phone will be charged \$10 per pay period for use of phone.

Some employees may be authorized to use their own PCD for business purposes. These employees should work with the Office Manager to configure their PCD for business use. Communications sent via a personal PCD also may subject to monitoring if sent through TexAmericas Center's networks and the PCD must be provided for inspection and review upon request.

All conversations, text messages and e-mails must be professional. When sending a text message or using a PCD for business purposes, whether it is a TexAmericas Center-provided or personal device, employees must comply with applicable TexAmericas Center guidelines, including policies on sexual harassment, discrimination, conduct, confidentiality, equipment use and operation of vehicles. Using a TexAmericas Center-issued PCD to send or receive personal text messages is prohibited at all times and personal use during working hours should be limited to emergency situations.

If an employee who uses a personal PCD for business resigns or is terminated, the employee will be required to submit the device to the Office Manager for resetting on or before his or her last day of work. At that time, the Office Manager will reset and remove all information from the device, including but not limited to, TexAmericas Center

information and personal data (such as contacts, e-mails and photographs). The Office Manager will make efforts to provide employees with the personal data in another form (e.g., on a disk) to the extent practicable; however, the employee may lose some or all personal data saved on the device.

Employees may not use their personal PCD for business unless they agree to submit the device to the Office Manager on or before their last day of work for resetting and removal of TexAmericas Center information. This is the only way currently possible to ensure that all TexAmericas Center information is removed from the device at the time of termination. The removal of TexAmericas Center information is crucial to ensure compliance with TexAmericas Center's confidentiality and proprietary information policies and objectives.

Please note that whether employees use their personal PCD or a TexAmericas Center-issued device, TexAmericas Center's electronic communications policies, including but not limited to, proper use of communications and computer systems, remain in effect.

Under no circumstances shall TexAmericas Center telephones be used for any other outside employment of an employee. Each month when the cellular phone bill is received, each employee who is responsible for a cellular phone will be charged for any unauthorized charges or fees.

Billing statements for TexAmericas Center-provided portable communication devices are public records subject to disclosure pursuant to the Texas Open Records Act.

### **Portable Communication Device Use While Driving**

Employees who drive on TexAmericas Center business must abide by all state or local laws prohibiting or limiting PCD (cell phone or personal digital assistant) use while driving. Further, even if usage is permitted, employees may choose to refrain from using any PCD while driving. "Use" includes, but is not limited to, talking or listening to another person or sending an electronic or text message via the PCD.

Regardless of the circumstances, including slow or stopped traffic, if any use is permitted while driving, employees should proceed to a safe location off the road and safely stop the vehicle before placing or accepting a call. If acceptance of a call is absolutely necessary while the employee is driving, and permitted by law, the employee must use a hands-free option and advise the caller that he/she is unable to speak at that time and will return the call shortly.

Under no circumstances should employees feel that they need to place themselves at risk

to fulfill business needs.

Since this policy does not require any employee to use a cell phone while driving, employees who are charged with traffic violations resulting from the use of their PCDs while driving will be solely responsible for all liabilities that result from such actions.

Texting and emailing while driving is prohibited in all circumstances.

#### **8-6 Camera Phones/Recording Devices**

Due to the potential for issues such as invasion of privacy, sexual harassment, and loss of productivity, no employee may operate a camera phone on TexAmericas Center property or while performing work for TexAmericas Center.

The use of tape recorders, Dictaphones or other types of voice recording devices anywhere on TexAmericas Center property, including to record conversations or activities of other employees or management, or while performing work for TexAmericas Center, is also strictly prohibited, unless the device was provided to you by TexAmericas Center and is used solely for legitimate business purposes.

Cameras or camera phones use is strictly prohibited on the premises of Red River Army Depot, unless prior authorization from RRAD is given.

#### **8-7 Inspections**

TexAmericas Center reserves the right to require employees while on TexAmericas Center property, or on client property, to agree to the inspection of their persons, personal possessions and property, personal vehicles parked on TexAmericas Center or client property, and work areas. This includes lockers, vehicles, desks, cabinets, work stations, packages, handbags, briefcases and other personal possessions or places of concealment, as well as personal mail sent to TexAmericas Center or to its clients. Employees are expected to cooperate in the conduct of any search or inspection.

#### **8-8 Smoking and Tobacco Free**

Smoking and tobacco use are prohibited in TexAmericas Center buildings and in all TexAmericas Center vehicles.

#### **8-9 Personal Visits and Telephone Calls**

Disruptions during working time can lead to errors and delays. Therefore, we ask that making or responding to personal telephone calls, emails and text messages be kept to a

minimum, and only be made or received after working time, or during lunch or break time.

For safety and security reasons, employees are prohibited from having personal guests visit or access them anywhere on our facilities other than the reception areas, unless specifically authorized by the Executive Director/CEO.

### **8-10 Solicitation and Distribution**

To avoid distractions, solicitation by an employee of another employee is prohibited while either employee is on working time. "Working time" is the time an employee is engaged, or should be engaged; in performing his/her work tasks for TexAmericas Center. Solicitation of any kind by non-employees on TexAmericas Center premises is prohibited at all times.

Distribution of advertising material, handbills, printed or written literature of any kind in working areas of TexAmericas Center is prohibited at all times. Distribution of literature by non-employees on TexAmericas Center premises is prohibited at all times.

### **8-11 Confidential TexAmericas Center Information**

During the course of work, an employee may become aware of confidential information about TexAmericas Center's business, including but not limited to information regarding TexAmericas Center finances, pricing, products and new product development, software and computer programs, marketing strategies, suppliers, customers and potential customers, and knowledge, skills and abilities of personnel. An employee also may become aware of similar confidential information belonging to TexAmericas Center's clients. It is extremely important that all such information remain confidential, and particularly not be disclosed to our competitors. Any employee who improperly copies, removes (whether physically or electronically), uses or discloses confidential information to anyone outside of TexAmericas Center may be subject to disciplinary action up to and including termination. Employees may be required to sign an agreement reiterating these obligations.

### **8-12 Conflict of Interest and Business Ethics**

It is TexAmericas Center's policy that all employees avoid any conflict between their personal interests and those of TexAmericas Center. The purpose of this policy is to ensure that TexAmericas Center's honesty and integrity, and therefore its reputation, are not compromised. The fundamental principle guiding this policy is that no employee should have, or appear to have, personal interests or relationships that actually or potentially conflict with the best interests of TexAmericas Center.

It is not possible to give an exhaustive list of situations that might involve violations of this policy. However, the situations that would constitute a conflict in most cases include but are not limited to:

- Holding an interest in or accepting free or discounted goods from any organization that does, or is seeking to do, business with TexAmericas Center, by any employee who is in a position to directly or indirectly influence either TexAmericas Center's decision to do business, or the terms upon which business would be done with such organization
- Holding any interest in an organization that competes with TexAmericas Center
- Being employed by (including as a consultant) or serving on the board of any organization which does, or is seeking to do, business with TexAmericas Center or which competes with TexAmericas Center
- Profiting personally, e.g., through commissions, loans, expense reimbursements or other payments, from any organization seeking to do business with TexAmericas Center.

A conflict of interest would also exist when a member of an employee's immediate family is involved in situations such as those above.

It is your responsibility to report any actual or potential conflict that may exist between you (and your immediate family) and TexAmericas Center.

### **8-13 Use of Facilities, Equipment and Property, Including Intellectual Property**

Equipment essential in accomplishing job duties is often expensive and may be difficult to replace. When using property, employees are expected to exercise care, perform required maintenance, and follow all operating instructions, safety standards and guidelines.

Please notify your Supervisor if any equipment, machines, or tools appear to be damaged, defective, or in need of repair. Prompt reporting of loss, damages, defects, and the need for repairs could prevent deterioration of equipment and possible injury to employees or others. The Supervisor can answer any questions about an employee's responsibility for maintenance and care of equipment used on the job.

Employees also are prohibited from any unauthorized use of TexAmericas Center's intellectual property, such as audio and video tapes, print materials and software.

Improper, careless, negligent, destructive, or unsafe use or operation of equipment can result in discipline, up to and including discharge.



Further, TexAmericas Center is not responsible for any damage to employees' personal belongings unless the employee's Supervisor provided advance approval for the employee to bring the personal property to work.

#### **8-14 Health and Safety**

The health and safety of employees and others on TexAmericas Center property are of critical concern to TexAmericas Center. TexAmericas Center intends to comply with all health and safety laws applicable to our business. To this end, we must rely upon employees to ensure that work areas are kept safe and free of hazardous conditions. Employees are required to be conscientious about workplace safety, including proper operating methods, and recognize dangerous conditions or hazards. Any unsafe conditions or potential hazards should be reported to management immediately, even if the problem appears to be corrected. Any suspicion of a concealed danger present on TexAmericas Center's premises, or in a product, facility, piece of equipment, process or business practice for which TexAmericas Center is responsible should be brought to the attention of management immediately.

Periodically, TexAmericas Center may issue rules and guidelines governing workplace safety and health. TexAmericas Center may also issue rules and guidelines regarding the handling and disposal of hazardous substances and waste. All employees should familiarize themselves with these rules and guidelines, as strict compliance will be expected.

Any workplace injury, accident, or illness must be reported to the employee's Supervisor as soon as possible, regardless of the severity of the injury or accident and employee will be subject to a drug test.

#### **8-15 Employee Dress and Personal Appearance**

You are expected to report to work well groomed, clean, and dressed according to the requirements of your position. Some employees may be required to wear uniforms or safety equipment/clothing. Please contact your Supervisor for specific information regarding acceptable attire for your position. If you report to work dressed or groomed inappropriately, you may be prevented from working until you return to work well groomed and wearing the proper attire.

#### **8-16 Publicity/Statements to the Media**

All media inquiries regarding TexAmericas Center and its operation must be referred to Executive Director/CEO. Only Executive Director/CEO is authorized to make or approve

public statements pertaining to TexAmericas Center or its operations. No employees, unless specifically designated by Executive Director/CEO, are authorized to make those statements. Any employee wishing to write and/or publish an article, paper, or other publication on behalf of TexAmericas Center must first obtain approval from Executive Director/CEO.

### **8-17 Operation of Vehicles**

All employees authorized to drive TexAmericas Center-owned or leased vehicles or personal vehicles in conducting TexAmericas Center business must possess a current, valid driver's license and an acceptable driving record. Any change in license status or driving record must be reported to management immediately.

A valid driver's license must be in your possession while operating a vehicle off or on TexAmericas Center property. It is the responsibility of every employee to drive safely and obey all traffic, vehicle safety, and parking laws or regulations. Drivers must demonstrate safe driving habits at all times.

TexAmericas Center maintains up-to-date insurance coverage on all vehicles owned or leased by TAC. Employees who drive a personal vehicle on TexAmericas Center business are required to have automobile liability insurance as required by the State of Texas and to maintain up-to-date insurance coverage. Failure to meet any of these requirements may result in disciplinary action up to and including dismissal. Supervisors are responsible for periodic checks to ensure compliance.

TexAmericas Center owned or leased vehicles may be used only as authorized by management.

### **8-18 Business Expense Reimbursement**

Employees may be reimbursed for reasonable approved expenses incurred in the course of business. These expenses must be approved by your Supervisor, and may include air travel, hotels, motels, meals, cab fare, rental vehicles, or gas and car mileage for personal vehicles. All expenses incurred should be submitted to the Controller along with the receipts in a timely manner.

Employees are expected to exercise restraint and good judgment when incurring expenses. You should contact your Supervisor in advance if you have any question about whether an expense will be reimbursed.

## **8-19 Outside Activities**

Employees may not engage in any outside employment, activity, or enterprise determined by the Executive Director/CEO (1) to be inconsistent or incompatible with employment with TexAmericas Center or (2) to affect the employee's job performance adversely.

An employee must have the advance approval of his or her Supervisor and the Executive Director/CEO to engage in any outside employment, including self-employment.

If a TexAmericas Center employee is injured on the job in the course of employment outside of his or her employment with TexAmericas Center, the employee may not file a worker's compensation claim against TexAmericas Center for benefits related to the injury, regardless of the fact that the Executive Director/CEO may have authorized the outside employment.

## **8-20 Political Activities**

TexAmericas Center employees are encouraged to vote and to exercise other prerogatives of citizenship consistent with state and federal law and these policies.

An employee, in his or her official capacity, may not:

Use his or her official authority or influence to interfere with or affect the result of an election or nomination for office; or

Directly or indirectly coerce, attempt to coerce, command, or advise a local or state officer or employee to pay, lend, or contribute anything of value to a party, committee, organization, agency, or person for a political purpose; or

Use funds provided by the State of Texas to influence the pass or defeat of any legislative measure in the Texas Legislature on the outcome of any election.

## **8-21 Discipline**

Employees of TexAmericas Center serve at will and, within provisions of state and federal law regarding public employment, can be dismissed at any time, with or without notice, for any reason or no reason. Some of the actions that may result in disciplinary steps include, but are not limited to, the following:

- Insubordination
- Absence without leave including absence without permission, failure to notify a

- Supervisor of sick leave, and repeated tardiness or early departure
- Endangering the safety of the employee and/or other persons through negligent or willful conduct;
  - Use of alcohol or drugs while on duty or in a TexAmericas Center vehicle
  - Involvement with alcohol or drugs in the workplace in violation of TexAmericas Centers substance abuse policy
  - Unauthorized use of public funds or property
  - Conviction of a felony
  - Conviction of official misconduct, oppression, or perjury
  - Falsification of documents or records
  - Unauthorized use of official information or unauthorized disclosure of confidential information
  - Unauthorized or abusive use of official authority
  - Violation of the sexual harassment policy
  - Incompetence or neglect of duty
  - Disruptive behavior which impairs the performance of others, or
  - Other violation of any of the requirements of these personnel policies

## **8-22 Progressive Discipline**

The Executive Director/CEO, or his or her designee, may take disciplinary action, including dismissal, against an employee at any time. The severity of the discipline depends upon the nature of the infraction. TexAmericas Center may, but not necessarily will, use a progressive discipline system.

The progressive discipline system, steps of which may be skipped, is as follows:

- Oral or written warnings with records of each warning placed in the employee's personnel file
- Conference with Executive Director/CEO, employee, and Supervisor, with a written summary of the conference to be prepared by the Supervisor, signed by the Supervisor and the employee, with one copy given to the employee and one copy placed in the employee's personnel file
- Written reprimands which the employee's Supervisor must in all cases cause to be transmitted through the Executive Director/CEO to the employee's personnel file
- Suspension from duty, with or without pay, not to exceed 30 days with a single renewal, after informal review of the circumstances not to exceed 30 days
- Demotion and/or
- Dismissal

- Except in the case of verbal warnings or immediate termination, disciplinary action is accomplished or preceded by written notice to the employee involved. Notice, if given, includes a description of the cause for the action and, except in the case of dismissal, states the likely consequences of further unsatisfactory performance or conduct. Written notices of disciplinary action are included in the employee's personnel file

As warranted, any above-described disciplinary measure may be invoked without regard to any other measure or in conjunction with any other measure.

Disciplinary action other than oral or written warnings requires the advance approval of the Executive Director/CEO unless an emergency situation exists. Supervisors should keep notes on oral warnings and should place the notes in the employee's personnel file.

Disciplinary action does not automatically or permanently disqualify an employee from consideration for future promotion, pay increases, commendations, or other beneficial official personnel action.

If the Executive Director/CEO determines that suspension is in the best interest of TexAmericas Center, the Executive Director/CEO may suspend without pay an employee indicted for a felony, or accused by information of official misconduct or oppression, until the indictment or information is dismissed or tried and, if tried, until the trial and appeal (if any) are completed.

An employee suspended under this provision is entitled to reinstatement to the position held before suspension, without loss of benefits, if the indictment or information is dismissed, or if the employee is acquitted. The suspension of an employee reinstated under this subsection is not a disciplinary suspension.

### **8-23 Grievances**

It is TexAmericas Center policy, insofar as possible, to prevent the occurrence of grievances and to deal promptly with those that occur.

A grievance may be filed by an employee on one or more of the following grounds: improper application of rules, regulations, and procedures (but not the rules, relations, and procedures themselves); unfair treatment; illegal discrimination based on race, religion, color, sex (including sexual harassment), age, disability, or national origin;

improper application of fringe benefits; or improper working conditions.

### **Final Authority**

Grievances can be appealed through the employee's Supervisor or the Executive Director/CEO, whose decision is final except in cases in which the grievance involves involuntary termination or is based on alleged sexual harassment or illegal discrimination by the Executive Director/CEO, which shall be appealable as provided below.

### **Procedure**

The following procedures are applicable to employees.

#### **Informal Grievances**

The first step in the grievance procedure is for the employee to attempt to resolve the grievance by informal conference with his or her Supervisor. If this informal conference does not result in a resolution of the problem(s) that is satisfactory to the employee, he or she may file a formal, written grievance.

#### **Formal Grievances**

Formal grievances must be in writing, signed by the employee, and presented to the employee's Supervisor within 10 working days after the alleged grievance occurred. A statement of the specific remedial action requested by the employee must be included in the written grievance.

An employee may be represented throughout the grievance process by a representative of his or her choosing.

After being presented with a written and signed grievance, the Supervisor will (1) notify the Executive Director/CEO; (2) meet with the employee and such other persons as may be necessary to gather the facts; (3) attempt to resolve the grievance with the employee and, if requested by the employee, with the employee's representative; and (4) communicate the decision to the employee in writing within 10 working days after receipt of the grievance, sending a copy of the decision to the Executive Director/CEO.

If an employee whose Supervisor is someone other than the Executive Director/CEO, either receives no written decision from the Supervisor within 10 working days from the date the grievance was filed, or the employee is not satisfied with the decision, he or she must file a written appeal with the Executive Director/CEO within 10 working days from

the date the grievance decision was received or if no written decision is received, within 15 working days after employee filed the formal, written grievance. The decision of the Executive Director/CEO is final except in those cases where the grievance is in regard to involuntary termination or alleged sexual harassment or discrimination by the Executive Director/CEO. In any such case, appeal of the Executive Director/CEO's decision must be filed with the board president within 10 working days of the employee's receipt of the Executive Director/CEO's decision. The presiding officer of the governing body will appoint a panel of governing body members to hear the appeal and rule on it not later than 30 days following receipt of the appeal.

### **Documentation**

Copies of all documentation relating to the grievance will be forwarded to the Executive Director/CEO immediately upon conclusion of each step in the grievance process and will be placed in the employee's personnel file.

### **Grievances Relating to Sexual Harassment or Discrimination**

If the employee's grievance is related to alleged sexual harassment or discrimination on the basis of race, religion, color, sex, national origin, age, or disability, then the initial written grievance may, at the employee's option, be submitted directly to the Executive Director/CEO, or to the presiding officer of the governing body if the Executive Director/CEO is the subject of the grievance. In such an instance, to allow adequate time for investigation of the allegations, the Executive Director/CEO or presiding officer will respond in writing to the formal grievance by not later than the close of the 30th working day following the day on which the formal grievance was received. The decision of the Executive Director/CEO, or of a panel of governing body members appointed by the presiding officer to hear a grievance regarding the Executive Director/CEO, is final.

### **Requirement for Appeal if Dissatisfied**

If the employee is dissatisfied with a decision during the grievance process, he or she must appeal to the next level within the established time period. Failure to appeal is a determination that the employee is satisfied with the last decision.

### **8-24 References**

TexAmericas Center will respond to reference requests through the Office Manager. TexAmericas Center will provide general information concerning the employee such as date of hire, date of termination, and positions held. Requests for reference information must be in writing, and responses will be in writing. Please refer all requests for references

to the Office Manager.

Only the Executive Director/CEO or Office Manager may provide references.

## **8-25 Separations**

### **Types of Separation**

All separations of employees are designated as one of the following types:

- Resignation
- Retirement
- Reduction in Force
- Dismissal
- Disability, or
- Death

All TexAmericas Center property including, but not limited to, keys, security cards, parking passes, cell phones, laptop computers, fax machines, uniforms, etc. must be returned at separation. Employees also must return all of TexAmericas Center's Confidential Information upon separation. To the extent permitted by law, employees will be required to repay TexAmericas Center (through payroll deduction, if lawful) for any lost or damaged TexAmericas Center property.

### **Resignation**

An employee who intends to resign must notify his Supervisor in writing at least 10 working days prior to the last day of work. Executive, administrative and professional employees are expected to provide 30 calendar days' notice. The Supervisor is responsible for immediately notifying the Executive Director/CEO.

An employee who resigns without sufficient notice is subject to have a written reprimand placed in his or her file documenting this violation of personnel policies unless there is a valid reason approved by the Executive Director/CEO for not being able to give sufficient notice.

### **Retirement**

The same notice requirements for resignation apply in the case of retirement except that a longer period of advance notice may be required to start retirement payments promptly.



## **Reduction in Force**

An employee may be separated when his or her position is abolished, when there is either a lack of funds or a lack of work, or for other reasons.

When reductions in force are necessary, decisions on individual separations will be made after considering (1) the relative necessity of each position to the organization, (2) the performance record of each employee, (3) transferability of the employee's skills to remaining positions with the TAC; and (4) the best business interests of TAC at that time.

## **Dismissal**

All employees are employed at will and, within the limits of state and federal law applying to public employment, may at any time during their employment be terminated with or without notice, for any reason or no reason.

As noted previously, all employees are employed at-will and nothing in this handbook changes that status.

## **8-26 Continuation of Group Insurance**

The federal Consolidated Omnibus Reconciliation Act of 1985 (COBRA) provides individuals with the option of continuing a group health benefits package, under specified conditions and at the individual's full expense, beyond the date which the insurance would otherwise terminate. TexAmericas Center Office Manager has information regarding the continuation of these benefits. (Legal reference: U.S. COBRA of 1985.)

## **8-27 Exit Interview**

Employees who resign are requested to participate in an exit interview with the Executive Director/CEO, if possible.

## General Personnel Policy Manual Acknowledgment

This Personnel Policy manual is an important document intended to help you become acquainted with TexAmericas Center. This document is intended to provide guidelines and general descriptions only; it is not the final word in all cases. Individual circumstances may call for individual attention.

Because TexAmericas Center's operations may change, the contents of this Policy may be changed at any time, with or without notice, in an individual case or generally, at the sole discretion of management.

Please read the following statements and sign below to indicate your receipt and acknowledgment of this Personnel Policy Manual.

I have received and read a copy of TexAmericas Center's Personnel Policy Manual. I understand that the policies, rules and benefits described in it are subject to change at the sole discretion of TexAmericas Center at any time.

I further understand that my employment is terminable at will, either by myself or TexAmericas Center, with or without cause or notice, regardless of the length of my employment or the granting of benefits of any kind.

I understand that no contract of employment other than "at will" has been expressed or implied, and that no circumstances arising out of my employment will alter my "at will" status except an express written agreement signed by Executive Director/CEO. I understand that my signature below indicates that I have read and understand the above statements and that I have received a copy of TexAmericas Center's Personnel Policy Manual.

Employee's Printed Name: \_\_\_\_\_ Position: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The signed original copy of this acknowledgment should be given to the Office Manager - it will be filed in your personnel file.

### Receipt of Sexual Harassment Policy

It is TexAmericas Center's policy to prohibit harassment of any employee by any Supervisor, employee, customer or vendor on the basis of sex or gender. The purpose of this policy is not to regulate personal morality within TexAmericas Center. It is to ensure that at TexAmericas Center all employees are free from sexual harassment. While it is not easy to define precisely what types of conduct could constitute sexual harassment, examples of prohibited behavior include unwelcome sexual advances, requests for sexual favors, obscene gestures, displaying sexually graphic magazines, calendars or posters, sending sexually explicit e-mails, text messages and other verbal or physical conduct of a sexual nature, such as uninvited touching of a sexual nature or sexually related comments. Depending upon the circumstances, improper conduct also can include sexual joking, vulgar or offensive conversation or jokes, commenting about an employee's physical appearance, conversation about your own or someone else's sex life, or teasing or other conduct directed toward a person because of his or her gender which is sufficiently severe or pervasive to create an unprofessional and hostile working environment.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the Executive Director/CEO. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, TexAmericas Center will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

I have read and I understand TexAmericas Center's Sexual Harassment Policy.

Employee's Printed Name: \_\_\_\_\_ Position: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The signed original copy of this receipt should be given to the Office Manager - it will be filed in your personnel file.

### **Receipt of Non-Harassment Policy**

It is TexAmericas Center's policy to prohibit intentional and unintentional harassment of any individual by another person on the basis of any protected classification including, but not limited to, race, color, national origin, disability, religion, marital status, sexual orientation or age. The purpose of this policy is not to regulate our employees' personal morality, but to ensure that in the workplace, no one harasses another individual.

If you feel that you have been subjected to conduct which violates this policy, you should immediately report the matter to your Supervisor. If you are unable for any reason to contact this person, or if you have not received a satisfactory response within five (5) business days after reporting any incident of what you perceive to be harassment, please contact the Executive Director/CEO. Every report of perceived harassment will be fully investigated and corrective action will be taken where appropriate. Violation of this policy will result in disciplinary action, up to and including discharge. All complaints will be kept confidential to the extent possible, but confidentiality cannot be guaranteed. In addition, TexAmericas Center will not allow any form of retaliation against individuals who report unwelcome conduct to management or who cooperate in the investigations of such reports in accordance with this policy. Employees who make complaints in bad faith may be subject to disciplinary action, up to and including discharge.

Employee's Printed Name: \_\_\_\_\_ Position: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

The signed original copy of this receipt should be given to Office Manager - it will be filed in your personnel file.



## **EXECUTIVE DIRECTOR/CEO POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

The Executive Director/CEO will be responsible for management and oversight of all operations as it relates to the activities of TexAmericas Center. The responsibilities will include, but are not limited to:

### **PRIMARY RESPONSIBILITIES**

- Supervise the work of support staff engaged in conducting research and analysis; implement the comprehensive base reuse plan based on directions of the Board of Directors; and prepare related reports, position papers and correspondence.
- Conduct and supervise work force efforts to plan and implement property management for TexAmericas Center; oversee operations and maintenance efforts for TexAmericas Center leased and subleased property as well as Army owned property until conveyed.
- Prepare and deliver presentations on behalf of the TexAmericas Center, and coordinate committees and task forces of TexAmericas Center as necessary.
- Act as a liaison between TexAmericas Center and participating local, state and federal agencies including the Department of Defense Office of Economic Adjustment and the United States Army.
- Coordinate the preparation of various studies and plans for review and adoption by TexAmericas Center.
- Monitor work done by contractors and subcontractors hired for the project.
- Inform the public of the reuse process and related issues.
- Establish on an annual basis goals for the Director's personal job performance and skills development, as well as annual organizational goals for TexAmericas Center, and prepare and submit quarterly reports on his activities and progress toward meeting such goals.
- Supervise the preparation, posting and distribution of meeting notices and agendas as well as supervising the recording and transcription of meeting minutes.
- Prepare appropriate grant applications, monitor grant performance and submit grant reports for TexAmericas Center redevelopment activities.
- Plan and supervise the financial system including payroll, budgeting and financial analysis for all accounts.



- Implement and enforce all directions provided by the Board of Directors, including TexAmericas Center by-laws and any enabling legislation of the County of Bowie, or State of Texas.

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

### **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

***I have carefully read and understand the contents of this job description and have been given the opportunity to ask my supervisor any questions I have regarding my duties and responsibilities as described therein.***

---

**Employee Signature**

**Date**

TexAmericas Center is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, TexAmericas Center will attempt to provide reasonable accommodations to qualified individuals with disabilities and encourages employees and prospective employees to discuss needed accommodations with the appropriate TexAmericas Center representatives.

## **EXECUTIVE VICE PRESIDENT/CHIEF ECONOMIC DEVELOPMENT OFFICER POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

Builds market position by locating, developing, defining, negotiating, and closing business relationships. Develops and executes communications strategies that engage the public and business community in the success of TexAmericas Center. This position has responsibility and accountability for expanding the lease portfolio of TAC and selling land and personal property to support job creation and tax base enhancement. Additional duties include, but not limited to: acting as a liaison between business community, local governments, and local educational institutions to coordinate projects and development.

### **PRIMARY RESPONSIBILITIES**

- Identifies trendsetter ideas by researching industry and related events, publications, and announcements; tracking individual contributors and their accomplishments.
- Locates or proposes potential real estate transactions, business deals by contacting potential partners; discovering and exploring opportunities.
- Screens potential business deals by analyzing market strategies, deal requirements, potential, and financials; evaluating options; resolving internal priorities; recommending equity investments.
- Develops negotiating strategies and positions by studying integration of new venture with company strategies and operations; examining risks and potentials; estimating partners' needs and goals.
- Closes new business deals by coordinating requirements; developing and negotiating contracts; integrating contract requirements with business operations.
- Develops and maintains coordinated efforts between various business, professional, governmental, and educational entities on both local and regional level.
- Develops and/or coordinates marketing efforts to include publication of newsletters, e-campaigns, webinars, website and other communication channels
- Updates job knowledge by participating in educational opportunities; reading professional publications; maintaining personal networks; participating in professional organizations.
- Enhances organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.



## **KNOWLEDGE, SKILLS AND ABILITIES**

Strong written and oral communication skills, professional image, sales and closing skills, self-starter/initiative, working in a team environment, proposal development, editing/document layout using MS Office/Adobe products, television and radio interviews, ad copy and coordination with publications, photography skills, website management.

## **EDUCATION AND EXPERIENCE**

Bachelor's degree, preferably in Marketing, Mass Communication, or other Business fields. Minimum of 5 year's experience in business development, economic development, real estate, corporate marketing, public relations or a related field.

## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

## **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

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**Employee Signature**

**Date**

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## **EXECUTIVE VICE PRESIDENT/CHIEF OPERATING OFFICER POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

The Executive Vice President/Chief Operating Officer reports directly to the Executive Director/CEO and performs complex professional work in helping achieve the rapid and financially sound redevelopment and reuse of the TexAmericas Center. Redevelopment efforts focus on the development of strategies and programs for attracting lessors and purchasers for sites and parcels; the identification of and outreach to target industries, employers, developers, etc for the reuse of TexAmericas Center land or buildings; and the successful completion of economic development programs, projects and transactions.

### **PRIMARY RESPONSIBILITIES**

- Work with Executive Director/CEO to accomplish goals and objectives established in cooperation with Board of Directors.
- Oversee and manage all aspects of day-to-day operations including budget planning and management, procurement, property management and maintenance, and contract negotiation.
- Responsible for planning and management of building retrofits and new construction.
- Responsible for providing all needed maps and property information for prospect activity.
- Responsible for utility contract administration and oversight.
- Responsible for capital planning and expenditures.
- Represent TexAmericas Center at various community activities and work with business leaders in the community.

### **ADDITIONAL RESPONSIBILITIES**

- Analysis of alternative economic development strategies, programs and reuse proposals.
- Develop and refine site informational materials.
- Generate and follow up on business development leads.
- Conduct site tours.
- Analyze business financial and incentive package proposals.
- Conduct economic development research.
- Maintain participation and coordination with local, regional, state and national organizations.

- Seek redevelopment funding through appropriate federal and state programs for job creation and facilities development initiatives.
- Prepare reports, maintain records and files; prepare correspondence.
- Prepare, present and defend decision recommendations.
- Perform duties of other TexAmericas staff members as backup.
- Identify needs and requirements for business development activities.
- Prepare and utilize business development material and presentations.
- Other duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES**

Substantial knowledge and experience in business management and economic development principles and practices; knowledge of private sector development process and requirements; ability to write in a clear and concise manner; outstanding public speaking skills; proficiency in MS Office Professional suite of software and other appropriate computer software; ability to establish and maintain effective teamwork relationships with TexAmericas Center staff, public officials, and prospective clients.

## **EDUCATION AND EXPERIENCE**

Bachelors degree in a business related field, public administration, or urban planning, or any combination of education and experience equivalent to graduation from an accredited college or university with major course work in business, economic development, public administration, or engineering; substantial experience in economic development and project administration. Five years minimum management experience with demonstrated experience in personnel recruitment, hiring, evaluation and team building. Proven experience in obtaining and administering federal and state grant, loan and other assistance funding. Commercial/industrial property development and management and/or real estate sales/management preferred. Professional Engineer preferred. Experience with redevelopment projects, including the reuse of former military installations a plus.

## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.



## **SPECIAL REQUIREMENTS**

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

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Employee Signature

Date

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## **EXECUTIVE ASSISTANT/OFFICE MANAGER POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **EXECUTIVE ASSISTANT**

- Be responsible for heavy calendar management, requiring interaction with both internal and external executives and assistants, as well as consultants, to coordinate a variety of complex executive meetings
- Arrange travel schedule and reservations for personal and board members as needed
- Proof all correspondence (i.e. invoices, reports, memos, letters, financial statements, contracts, project sheets) before being presented to the Executive Director/CEO
- Read and analyze incoming memos, submissions, and reports to determine their significance and plan their distribution
- Oversee opening, sort, and distribute incoming correspondence, including faxes and email
- Board communication skills
- Provide support to board members as needed
- Other duties as assigned

### **ACCOUNTING SUPPORT**

- Maintaining business information
- Provide support to Staff Accountant in administering capital bonds funds, letters of credit and other financial instruments
- Manage credit card accounts
- Provide support to Staff Accountant with interface between depository institutions and TexAmericas Centers
- Provide support for grant applications and periodic reporting requirements
- Provide support for annual budget and reports. Support audits of same.
- Central repository for all contract and financial information

### **OFFICE MANAGEMENT**

- Oversee Administrative Assistants
- Ensure the office has sufficient supplies
- Cleanliness of office
- Customer greeting and initial contact for service is at a high quality

## **HUMAN RESOURCES**

- Employment and compliance to regulatory concerns;
- Employee orientation, development, and training;
- Policy development and documentation;
- Employee relations;
- Company-wide committee facilitation;
- Company employee and community communication;
- Compensation and benefits administration;
- Disbursing tax and benefits payments
- Employee safety, welfare, wellness and health;
- Employee services and counseling.
- Maintaining accurate payroll, benefits and leave Records
- Custodian of employee records

## **COMMUNICATION SKILLS**

- Know how to give direction to and around Park and Depot
- Contact with tenants and business in Park
- Contact with vendors, interested businesses, government agencies, Depot, Board and visitors
- Contact (phone / in person) with interested business tenants

## **PROFICIENT SKILLS**

- Experience in all aspects of accounting and proper financial controls
- IT support and troubleshooting experience
- Phone skills
- Proficient in Microsoft Word, Excel and Outlook
- Filing and Public Information Act requirements
- Correspondence preparation and distribution
- Professional image and approach to customers

## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

## **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.



*I have carefully read and understand the contents of this job description and have been given the opportunity to ask my supervisor any questions I have regarding my duties and responsibilities as described therein.*

---

**Employee Signature**

**Date**

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## **ECONOMIC DEVELOPMENT ADMINISTRATIVE ASSISTANT POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

The Economic Development Administrative Assistant will be responsible for administrative support of the Executive Vice President/Chief Economic Development Officer as it relates to the activities of the TexAmericas Center (TAC). The responsibilities will include, but are not limited to:

### **ADMINISTRATIVE SUPPORT**

- Provide administrative support to the Executive Vice President/Chief Economic Development Officer in office operations as directed (travel arrangements, etc.)
- Demonstrate discretion and confidentiality in as is lawful and appropriate
- Aid in preparing leases, resolutions with associated forms
- Processing lease terminations, to include appropriate paperwork and required mail requirements
- Maintaining tenant information
- Filing and archiving files on server
- Purchase Orders and Purchasing for the Economic Development Department
- Updating social media sites
- Other duties as assigned

### **PREPARE CORRESPONDENCE (TO & FROM)**

- Vendors
  - Understand the RFP Process
  - General Correspondence
  - Publish legal notices

### **GENERAL KNOWLEDGE OF OPERATION, TO INCLUDE**

- Ensure that the kitchen area is clean and well stocked for guests and staff use
- Assist in greeting visitors for the office, answer switchboard and route calls, otherwise provide a professional first impression for the office
- Ability to follow directions
- Knowledge of TexAmericas Center layout
- Knowledge of TexAmericas Center and TexAmericas Center functions

- Understanding the relationship with and responsibilities of contractors

### **COMMUNICATION SKILLS**

- Know how to give direction to and around TexAmericas Center and Depot
- Contact with businesses in TexAmericas Center
- Contact with vendors, interested businesses, government agencies, Depot, Board and visitors

### **PROFICIENT SKILLS**

- Phone skills
- Proficient in Microsoft Word, Excel and Outlook
- Filing
- Correspondence preparation and distribution
- Professional image and approach to customers
- Board communication skills

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

### **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

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Employee Signature

Date





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## **OPERATIONS SUPERVISOR POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special Purpose District of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

The Operations Supervisor will be responsible for support to TexAmericas Center's engineering and construction projects, to include but not limited to water and wastewater projects, road construction and maintenance, storm water management, building construction/demolition and other similar projects.

### **PRIMARY RESPONSIBILITIES**

- Reports to the Executive Vice President/COO
- Assists in-house or contract engineers in completing the project design
- Construction Management – Performs management of construction on property development, buildings and grounds improvements, infrastructure, real/personal property and areas of property safety and security.
- Prepares plans, specifications, estimates, right-of-way plats and other reports and documents under the direction of professional engineers
- To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required
- Performs Condition Assessment of existing structures & infrastructure
- Other duties as assigned

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

Associate's degree (A. A.) or equivalent from a two-year college or technical school in an engineering related field or equivalent experience. Proficiency in drafting techniques including the use of C. A. D. software and a working knowledge of standard surveying practice and note taking preferred. Should have experience in field inspection of construction techniques and materials.

### **MINIMUM REQUIRED KNOWLEDGE, SKILLS & ABILITIES**

Ability to read, analyze, and interpret blueprints, engineering periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports and business correspondence. Ability to effectively communicate, including the presentation of information

and ability to respond to questions from groups, contractors and employees of the organization. Ability to operate construction equipment and tools. Ability to manage numerous projects and adjust to difficulties that arise. Ability to work as an effective team member.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

### **SPECIAL REQUIREMENTS**

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.



*I have carefully read and understand the contents of this job description and have been given the opportunity to ask my supervisor any questions I have regarding my duties and responsibilities as described therein.*

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Employee Signature

Date

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and ability to respond to questions from groups, contractors and employees of the organization. Ability to operate construction equipment and tools. Ability to manage numerous projects and adjust to difficulties that arise. Ability to work as an effective team member.

### **MATHEMATICAL SKILLS**

Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

### **REASONING ABILITY**

Ability to solve practical problems and deal with a variety of concrete variables in situations where standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; and talk or hear. The employee is occasionally required to stand; walk; climb or balance; and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, and ability to adjust focus.

### **SPECIAL REQUIREMENTS**

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.



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Employee Signature

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## **GENERAL LABORER POSITION DESCRIPTION**

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### **GENERAL DESCRIPTION**

The Laborer will report to the Vice President of Operations through a designated plant or maintenance department head as may be required to fulfill overall labor needs. The Laborer will be responsible for various activities in support of the activities needed to support the mission of the organization. The Laborer performs manual labor and learns to perform semi-skilled work in the maintenance, operation, repair, and construction fields. Duties are performed under the direct supervision of a maintenance technician or other supervisor.

### **PRIMARY RESPONSIBILITIES**

- Provides manual labor to repair fence, move product, repair tractors or other duties as assigned.
- Digs holes and ditches with shovel and other hand tools.
- Cleans and maintains tools and equipment.
- Responsible for keeping site and grounds clean and neat.
- Performs daily equipment checks.
- Picks up necessary supplies and tools from warehouse or vendors as directed.
- Responds to emergency calls at all hours.
- Performs work safely in accordance with departmental safety procedures and operates equipment safely. Reports any unsafe work condition or practice to supervisor.
- Performs other related and non-related duties as assigned.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

High school Graduate or GED; Valid Class "C" Driver's License. Prior work experience in an industrial/mechanical setting highly desirable. Operating or working alongside backhoe, loader, forklift, tractor or related material handling equipment experience also highly desirable.

### **REQUIRED SKILLS/KNOWLEDGE AND ABILITIES**

Knowledge of basic construction and maintenance techniques; general maintenance operations; Ability to follow oral instructions promptly and accurately; Ability to work in disagreeable conditions; Ability to perform strenuous physical labor; Ability to work as an effective team member;



Ability to establish and maintain harmonious working relationships; Ability to complete projects in a timely manner.

### **WORK ENVIRONMENT**

Work is performed primarily in an outside environment or in industrial plant/shop areas. There is exposure to high equipment noise, chemical fumes, and potential electric and machinery hazards. Field conditions outdoors are varying weather conditions, with varying low to high equipment noise; walking on changing ground surfaces; and there is some driving in various weather conditions.

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

### **SPECIAL REQUIREMENTS**

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screen at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

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## **BOOKKEEPER/RECEPTIONIST POSITION DESCRIPTION**

TexAmericas Center (TAC) is a special purpose district of the State of Texas. The Charter of TAC is to promote economic redevelopment of closed and surplus military property in Bowie County, TX. This position will provide key support to the on-going mission of TexAmericas Center.

### **GENERAL DESCRIPTION**

The Bookkeeper provides support for the following functions: accounts payable, accounts receivable, monthly reporting, budgeting and payroll. The Bookkeeper will also provide support to the Staff Accountant with regards to the Investment and Finance Committee.

### **PRIMARY RESPONSIBILITIES**

- Reports directly to the Staff Accountant
- Receptionist duties as assigned
- Process timesheets
- Receive and enter tenant payments
- Enter invoices and purchases orders
- Enter and maintain credit card documentation
- Assist with month end closing
- Produce budget vs. actual reports
- Document financial processes
- Create and maintain vendor and tenant contract files for financial records
- Communicate with tenant and vendors regarding tax certificates, W-9, payments, etc.
- Coordinate all financial record filing and ensure compliance with records retention policy
- Create monthly utilities invoices based on meter readings
- Maintain banking records
- Assist with annual audit
- Attend and record minutes for Investment and Finance Committee meetings
- Other duties as assigned

### **KNOWLEDGE AND SKILL REQUIREMENTS**

- Proficiency in Microsoft Office and QuickBooks
- 1+ years of experience as a bookkeeper and/or processing payroll
- Outstanding oral and written communication skills, initiative and ability to be motivated
- Ability to produce quality materials with tight timeframes and simultaneous projects



## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

## **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

***I have carefully read and understand the contents of this job description and have been given the opportunity to ask my supervisor any questions I have regarding my duties and responsibilities as described therein.***

---

**Employee Signature**

**Date**

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## **LABOR FOREMAN / ABATEMENT SUPERVISOR POSITION DESCRIPTION**

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### **GENERAL DESCRIPTION**

The Labor Foreman / Abatement Supervisor will report to the VP of Operations. The Labor Foreman / Abatement Supervisor will be responsible for various activities in support of the maintenance and operations, abatement, deconstruction and property improvements of TexAmericas Center buildings and facilities. The Labor Foreman / Abatement Supervisor performs and coordinates activities of workers and subcontractors engaged in maintenance, operations, demolition and deconstruction of buildings, removing asbestos, mold and lead paint from structures following hazardous waste handling guidelines.

### **PRIMARY RESPONSIBILITIES:**

- Reviews job specifications, inspects work site, and confers with construction workers and subcontractor abatement workers to evaluate removal of building materials and hazardous materials.
- Instructs workers in equipment operation, proper safety and removal procedures.
- Assigns and supervises workers in specific tasks, such as setup of equipment, tools and material.
- Supervises subcontractors in removal and clean-up of asbestos, lead based paint and mold.
- Monitors and inspects quality of work during demolition / deconstruction operations.
- Examines workers' equipment, such as respirator systems, air evacuation and filtration systems, and air quality testing devices, to ensure that they meet organization and government safety standards.
- Maintains and oversees project records and orders supplies.
- Responsible for overseeing site-specific health and safety protocols, such as spill contingency plans, air monitoring and methods for loading and transporting materials and hazardous waste.
- Assists preparing hazardous waste manifests and land disposal restriction notifications for TAC.
- Assist workers in removal activities.
- Recommends corrections of any unsafe work condition or practice.
- Performs other related and non-related duties as assigned.



## **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

High school Graduate or GED; Bachelor's degree, preferred in Environmental Science, Construction Management, Engineering or other related fields. Valid Class "C" Driver's License; 40 hour HAZWOPER Certificate. Asbestos Supervisor Certificate. Asbestos Worker Certified Training and Air Monitoring Training. Prior work experience as an abatement supervisor highly desirable. Training in lead based paint / mold removal a plus.

## **REQUIRED KNOWLEDGE AND SKILLS**

Strong knowledge of construction, engineering, equipment and practices concerning asbestos / lead based paint removal. Knowledge of federal and state regulations pertaining to hazardous material removal and disposal. Ability to operate construction equipment & tools. Ability to lift 50 lbs. unaided, stand and climb on ladders, roofs and uneven / unstable surfaces. Strong written and oral communication skills, editing/document layout using Microsoft Office / Adobe products; Ability to lead multiple groups of employees; Ability to manage numerous projects and adjust to difficulties that arise; Ability to work as an effective team member; Ability to establish and maintain harmonious working relationships; Ability to complete projects in a timely manner.

## **WORK ENVIRONMENT**

Work is performed primarily in an outside environment or in industrial building areas. There is exposure to high equipment noise, chemical fumes, and potential electric and machinery hazards. Field conditions outdoors are varying weather conditions, with varying low to high equipment noise; walking on changing ground surfaces; and there is some driving in various weather conditions.

## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

## **SPECIAL REQUIREMENTS**

Aptitude and ability to complete Asbestos Supervisor Training, Asbestos Worker Certified Training and Air Monitoring Training. 40 hour HAZWOPER Training.

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.



Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screen at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.

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## **MAINTENANCE TECHNICIAN POSITION DESCRIPTION**

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### **GENERAL DESCRIPTION**

The Maintenance Technician will be responsible for various activities in support of the overall organizational facilities. The Maintenance Technician performs manual labor and skilled or semi-skilled work (depending on training and qualifications) in the maintenance, operation, repair and construction on the organization's property and facilities.

### **PRIMARY RESPONSIBILITIES**

- The Maintenance Technician (MT) will report to the Vice President of Operations through a designated department head as may be required to fulfill overall organizational objectives.
- Digs holes and ditches with shovel and other hand tools.
- Guides General Laborers in the operation of machinery, if applicable, to ensure safe operation of the equipment.
- Cleans and maintains tools.
- Performs daily equipment checks of tools and equipment.
- Picks up necessary supplies and tools from warehouse or vendors as directed.
- Responds to emergency calls at all hours.
- Performs work safely in accordance with departmental safety procedures and operates equipment safely. Reports any unsafe work condition or practice to supervisor.
- Performs other related and non-related duties as assigned.
- Makes sure work site is safe and assure the site is clean and neat once field work is complete.
- Accounts for all tools at the end of each repair project.
- For skilled or semi skilled technicians (welders, fitters, electricians, plumbers, etc) perform these skills as necessary to complete the task at hand in a safe and efficient manner.

### **MINIMUM TRAINING AND EXPERIENCE REQUIRED TO PERFORM ESSENTIAL FUNCTIONS**

High school Graduate or GED; Valid Class "C" Driver's License; Prior work experience in an industrial, mechanical or facility operations highly desirable. Operating or working alongside backhoe, loader, tractor, forklift or related material handling equipment experience is highly desirable.



Skills/certification/license in plumbing, welding, electrician, or related maintenance trades is highly desirable.

### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of basic construction and maintenance techniques and practices; Ability to follow oral instructions promptly and accurately; Ability to work in disagreeable conditions; Ability to perform strenuous physical labor; Ability to work as an effective team member; Ability to establish and maintain harmonious working relationships; Ability to complete projects in a timely manner.

### **WORK ENVIRONMENT**

Work is performed primarily in an outside environment or in industrial plant/shop areas. There is exposure to high equipment noise, chemical fumes, and potential electric and machinery hazards. Field conditions outdoors are varying weather conditions, with varying low to high equipment noise; walking on changing ground surfaces; and there is some driving in various weather conditions.

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

### **SPECIAL REQUIREMENTS**

Take pre-employment and annual physical examinations certifying ability to perform the essential job functions.

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screen at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigations and DOD approvals will be a condition of employment.



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**Employee Signature**

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## **CONTROLLER POSITION DESCRIPTION**

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### **GENERAL DESCRIPTION**

The Controller provides leadership and coordination of TexAmericas Center financial Planning, debt financing and budget management functions. Ensures that TexAmericas Center accounting procedures conform to generally accepted accounting principles. Participate in the Investment Committee.

### **PRIMARY RESPONSIBILITIES**

- Reports directly to the Executive Director/CEO and provides advice to the Executive Director/CEO and Board of Directors on all financial matters related to the operation of the TexAmericas Center
- Direct and coordinate TexAmericas Center financial planning and budget management functions
- Recommend benchmarks for measuring the financial and operating performance of divisions and departments
- Monitor and analyze monthly operating results against budget
- Direct and coordinate debt financing and debt service payments with external agencies
- Oversee daily operations of the financial activities and support staff
- Manage the preparation of the official annual report of actual revenues, transfers and expenses
- Manage the preparation of financial outlooks and financial forecasts
- Prepare financial analysis for contract negotiations and investment decisions
- Ensure compliance with local, state and federal policy and reporting requirements to include but not limited to the Texas Public Funds Investment Act
- Work with department manager and corporate staff to develop out year business plans for the TexAmericas Center
- Establish and implement short and long range departmental goals, objectives, policies and operating procedures
- Design, establish and maintain an organizational structure and staffing to effectively accomplish the department's goals and objectives
- Serve on planning and policy-making committees including the Investment Committee
- Serve as primary legislative liaison relative to TexAmericas Center financial issues
- Oversee outside accounting and audit contracts as well as Investment Advisory service contracts
- Direct financial audits and provide recommendations for procedural improvements
- Other duties as assigned



## **ADDITIONAL RESPONSIBILITIES**

- Represent the TexAmericas Center on matters related to the financial decisions of the staff and Board of Directors
- Recruit, train, supervise and evaluate departmental staff
- Provide accounting policy orientation of new staff

## **KNOWLEDGE AND SKILL REQUIREMENTS**

- Knowledge of finance, accounting, budgeting and cost control principles including Generally Accounting Principles. Knowledge of automated financial and accounting reporting systems. Knowledge of federal and state financial regulations. Ability to analyze financial data and prepare financial reports, statements and projections. Working knowledge of short and long term budgeting and forecasting, rolling budgets, variance analysis's and product-line profitability analysis
- Work requires professional written and verbal communication and interpersonal skills. Ability to motivate teams to produce quality materials within tight timeframes and simultaneously manage several projects. Ability to participate in and facilitate group meetings
- Highly desired: a Masters Degree in Finance and Accounting, five to ten years of experience in a senior level finance or accounting position and a CPA
- Work requires willingness to work flexible schedule

## **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

## **SPECIAL REQUIREMENTS**

Must be a US Citizen, at least 18 years of age, minimum high school graduate or GED, subject to drug screening at any time and without notice, background investigation and have a valid driver's license. Work will be performed upon an active military installation and further background investigations may be required to satisfy DOD requirements. Such investigates and DOD approvals will be a condition of employment.

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## **CUSTOMER ENGAGEMENT SPECIALIST**

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### **GENERAL DESCRIPTION**

The Customer Engagement Specialist will report to the Executive Vice President/CEDO. This position is primarily responsible for assisting clients and performing multiple marketing, public relations and communication tasks.

### **JOB RESPONSIBILITIES**

- Assist TAC staff with consistent nurturing and follow-up with clients to convert into scheduled appointments. Farm for new leads by calling, communicating, and marketing to expired leads, past clients in database, 75-mile Sphere of Influence and key leads sources such as Referral Partners, Real Estate Professionals, Site Search Consultants, Location Advisors, CoStar Listings, Purchased Databases, etc.
- Develop and perform, email and direct mail, marketing campaigns through company resources and through vendors; and set-up marketing, PR, networking and educational events.
- Service inbound leads. Determine where these prospective customers are in the buying/leasing process, identify properties that meet prospective buyer or leasers' site search criteria and write and submit proposals, briefs and prospectus as requested.
- Support staff to maintain consistent follow up to convert into next appointment. Provide high-level research and proposal writing support to company executives by conducting research, preparing reports, handling information requests and performing sales support functions such as preparing correspondence, arranging calls and scheduling meetings.
- Prepare, analyze and provide Comparative Market Analysis (CMA) for sites, communities and industries before all presentation appointments.
- Assist with the management of contacts and all leads in the Sales Funnel of the CRM; manage contact database system, set and complete tasks in the system, and track all



client communications. Keep track of completed tasks and goals to measure lead conversion ratio and meet performance benchmarks.

- Maintain and improve property databases, other internal/external data collection and storage systems, database/portfolio of current marketing data and content management system. Stay up to date with the real estate market and community so to educate clients about market trends; Have local knowledge of the community and property market to answer questions and concerns about things like school districts, zoning, expansion, and others.
- Strive to develop new business opportunities in every customer, tenant and client interaction. Keep current marketing materials (e.g. sales flyers), property listing and other communication tools up to date. Develop service, incentive, property and industry specific marketing programs as needed
- Buy into and be part of a continuous improvement culture, while communicating, growing, and defending the organizations brand. Adhere to internal guidelines, while collaborating with business partners, referral partners and colleagues in a fast-paced team environment.
- Other duties as assigned

## **JOB REQUIREMENTS**

- Candidates must be organized, resourceful, and detail-oriented, with a friendly focus on customer service.
- Ability to work independently with little management involvement and maintain confidentiality
- Flexible work hours; position will require early starts, late evening and weekends periodically
- Service-minded with effective written and verbal communication skills
- Excellent interpersonal and communication skills, strong sales mentality, and negotiating ability.
- Excellent phone communication skills. Prior experience in customer service preferred.
- Ability to memorize and deliver pre-written call scripts.



- Proficient with technology such as Microsoft Office, Google Apps, graphic arts platforms, video, photography and social media platforms, and ability to quickly learn new systems quickly.
- Proven sales work experience as a real estate agent (or similar role) and willingness to learn

### **SALARY AND BENEFITS**

Salary commensurate with qualifications. Health, Vision, Dental, and Life for employee are provided. Family benefits are available. Generous 457(b)/401(a) and leave package are available after 6 month vesting period.

### **SPECIAL REQUIREMENTS**

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Employee Signature

Date