



N C Telecommunications Industry Association Human Resources/Training Committee Minutes

Meeting: Friday, October 8, 2004
Location: Hosted by Skyline TMC, West Jefferson, NC

Committee Members Present:

Ralph Cooke, Yadkin Valley TMC
Dianne Sink, Lexcom
Debbie Johnson, Wilkes TMC
Kim Garner, Randolph TMC

Richard Garner, CT Communications
Angie Miller, Skyline TMC
Sara Puckett, Ellerbe
Carole Woodward, Executive Director

Committee Members Absent:

Russell Green, Atlantic TMC, Chair
John McElwrath, US LEC
Brad Miller, Citizens Coop
Rex Walsler, North State
Nina Scott, Verizon South
Preston Sellers, CCCC

David Hedrick, CT Communications
Phoebe McGavock, Star TMC
Daniel Talley, Maidson River/MEBTEL
Dan Bennett, Ellerbe. Board Liaison
Eddie Ritenour, Wilkes, Board Liaison
Al Quarles, Sprint

I. Welcome & Introductions

Secretary, Kim Garner, in the absence of Committee Chair, Russell Green, called the meeting to order. Angie Miller, Skyline TMC welcomed everyone to West Jefferson and introduced the program speaker, Susan Parrott, Partner in the law firm of Smith-Anderson, Raleigh, NC.

II. Program – Employment Law Update

Susan Parrott, Partner with Smith-Anderson, Raleigh, NC provided an update on the Fair Labor Standards Act – “Understanding the New FLSA Regulations: What Employers Should Do Now.” Some highlights of the program include:

- New rules were effective August 23, 2004
- Recommended review of current exempt & non-exempt classifications
- Determine that you are calculating regular rates correctly (on-call pay and bonus is considered part of regular rate), recording time worked and paying for all time worked
- Exempt employees minimum salary level is \$23,660 annually or \$455 weekly
- Exempt employees must be paid on a salaried basis and compensation may not be docked for variations in quality or quantity of work. Must be paid full salary for any week in which the employee performs any work. Need not be paid for any workweek when no work is performed.
- There are seven exceptions from the no pay-docking rule: 1. absence from work one or more full days for personal reasons other than sickness or disability; 2. absence for one or more full days due to sickness or disability if deductions are made under a bona fide plan, policy or practice that provides wage replacement benefits; 3. offset amounts for jury, witness or military pay; 4. penalties for violating safety rules of major significance; 5. unpaid disciplinary suspension for violations of workplace conduct rules, e.g. harassment (not attendance); 6. actual time worked in first and last full weeks of employment; and 7. unpaid leave under FMLA
- The Executive, Administrative, Learned Professional, and Creative Professional Exemption Classifications were reviewed.
- Suggested to review or implement policy on improper deductions. Should include in the policy that any miscalculations would be paid back immediately and inform employees of a complaint process.
- Suggested to review harassment policy and state in the policy that violating the harassment policy could result in suspension without pay for exempt and non-exempt employees and up to and including termination of employment.

III. Review of July 30, 2004 Minutes/ECHO

Kim Garner asked for a motion to approve the July 30, 2004 minutes. Dick Garner made the motion and Dianne Sink seconded the motion. The minutes stand approved as submitted.

Carole reported that Elizabeth was no longer with NCTIA and would not be replaced. Tri-County is assisting with updating the website.

Carole and the committee discussed the "ECHO" – Every Call Has Opportunities class content. Feedback from attendees indicates content was too technical. Carole will email the class content/outline to everyone for review and to be returned with suggestions by the second week in November. Will possibly change to one half day on technical, one hour regulatory, and focus more on customer service, selling techniques, and role playing. The next class is tentatively scheduled for January 11-12, 2005.

IV. Roundtable Discussions

Committee members discussed how to deal with a "bad attitude" at work. It was suggested to deal with "bad behavior" instead of focusing on the attitude. An Employee Assistance Program was also suggested.

Dick Garner requested that Committee Members complete a brief survey on number of employees at the various companies and return the survey to Dick at CT Communications. Dick will share the results with participants upon completion of the survey results.

The Committee discussed next year's wage and benefit survey. With Elizabeth no longer at NCTIA, it was decided that a sub-committee will be formed to assist with the survey process.

V. Next Year's Meeting Schedule and Officers

Carole will contact Russell Greene to see if he would be willing to serve as Committee Chair another year. Dianne Sink volunteered to serve as Secretary for 2005.

The following meeting dates and locations were selected for 2005:

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| February 18, 2005 | NC School of Telecommunications, Sanford, NC |
| April 22, 2005 | Lexcom, Lexington, NC |
| July 22, 2005 | CT Communications, Concord, NC |
| October 7, 2005 | Wilkes TMC, North Wilkesboro, NC |

At the February 18, 2005 meeting in Sanford, the Wage & Benefit survey will be discussed, a sub-committee formed and Committee Members are asked to bring copies of their job descriptions to assist in preparation of the survey. Future meeting topics will be decided at the February 18, 2005 meeting.

VI. Adjourn

Kim Garner extended thanks to Angie Miller and Skyline for providing the meeting place and lunch.

There being no further business, the meeting was adjourned.

Respectfully submitted,



Kim L. Garner
Secretary – NCTIA, Human Resources/Training Committee