



## RETRAINEE - JOB CREATION

Training Proposal for:

**On-Site Manager, Inc.**

**Agreement Number: ET15-0375**

Panel Meeting of: January 22, 2015

ETP Regional Office: San Francisco Bay Area

Analyst: L. Lai

### PROJECT PROFILE

Contract Attributes:	Retrainee Job Creation Initiative Priority Rate	Industry Sector(s):	Technology/Other  Priority Industry: <input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
Counties Served:	Santa Clara	Repeat Contractor:	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No
Union(s):	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No		
Number of Employees in:	CA: 145	U.S.: 191	Worldwide: 192
<u>Turnover Rate:</u>	12%		
<u>Managers/Supervisors:</u> (% of total trainees)	0%		

### FUNDING DETAIL

Program Costs	-	(Substantial Contribution)	(High Earner Reduction)	=	<b>Total ETP Funding</b>
\$233,512		\$0	\$0		\$233,512

In-Kind Contribution:	100% of Total ETP Funding Required	\$346,629
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**TRAINING PLAN TABLE**

Job No.	Job Description	Type of Training	Estimated No. of Trainees	Range of Hours		Average Cost per Trainee	Post-Retention Wage
				Class / Lab	CBT		
1	Retrainee Priority Rate	Business Skills Computer Skills	138	8-200	0-1	\$1,044	\$16.44
				Weighted Avg: 58			
2	Retrainee Job Creation Priority Rate	Business Skills Computer Skills	52	8-200	0-1	\$1,720	\$16.00
				Weighted Avg: 86			

**Minimum Wage by County:** \$16.44 per hour for Retrainee and \$13.70 per hour for Job Creation for Santa Clara County.

**Health Benefits:**  Yes  No This is employer share of cost for healthcare premiums – medical, dental, vision.

**Used to meet the Post-Retention Wage?:**  Yes  No  Maybe

\$0.44 per hour may be used to meet the Post-Retention Wage for Job Number 1.

Wage Range by Occupation		
Occupation Titles	Wage Range	Estimated # of Trainees
<b>Job Number 1 – Retrainees</b>		
Accounting		4
Customer Service		69
Website Interface Design Staff		5
Document Design		14
Engineer I		4
Engineer II		15
Engineer III		8
Legal*		4
Marketing		3
Sales		12
<b>Job Number 2 – Job Creation Retrainees</b>		
Customer Service		25
Document Design		6
Engineer I		15
Marketing		1
Sales		5

\*Refers to compliance employees. Does not include attorneys.

## **INTRODUCTION**

Founded in 1999 and headquartered in Campbell, On-Site Manager, Inc. (On-Site) is a cloud-based software provider of solutions for the rental real estate business. The Company provides a full-featured leasing platform for property managers and their renters. Products include software for building websites, processing rental applications and payments, and generating and storing leasing documents. The Company's products also provide lead generation (for property management companies), websites, advertisement syndication, online rental application and document generation, and cloud based file storage and management.

### **Need for Training**

On-Site's training need has been due to its exceptional growth. The Company is testing new products in which, over the next two years, new software will be released every two weeks. The fast pace of product innovation requires employees to be current on all the latest features and enhancements. In addition, the Company recently purchased new communication, marketing, screen-sharing, and conferencing software. The software will help trainees improve communication, presentations, responsiveness, and collaboration. Lastly, customer service has sharply declined due to rapid growth last year given new products and lack of staff training.

### **Retrainee - Job Creation**

The On-Site sales team has secured sales commitments from several medium and large clients to pilot different product suites. The Company will be rolling out new products over the next two years. Several of its existing clients have already committed to new services and products totaling a potential \$1 billion in new revenue for the next several years.

Additionally, the Company grew by 39 employees last year and expects to hire 75 new employees over the next two years. To accommodate the growth, the Company is currently expanding and renovating 9,000 square feet of unused office space in its current location.

The Company is committed to hiring 52 new employees (Job Number 2). The additional staff is needed to expand the Company's capacity to meet growth projections. Although subject to a lower post-retention wage of \$13.55, On-Site Manager will place trainees starting at \$16.00 per hour.

The date-of-hire for all trainees in the Job Creation program will be within the three-month period before contract approval or within the term-of-contract. Trainees will be hired into "net new jobs" as a condition of contract.

## **PROJECT DETAILS**

**Business Skills (50%):** Training will be offered to all occupations in communication skills, customer service, sales, planning and organization, product knowledge, and project management. Class/Lab training is the preferred method; however, one course will be offered as Computer-Based training. On-Site is initiating a company-wide "five star" customer service platform to create a standardized curriculum with best practices in customer service. Training is critical to support the Company as it improves customer retention, promotes business growth, and competes in the marketplace.

**Computer Skills (50%):** Training will be offered to all occupations with topics specific to trainees' job functions. Courses include various operating and software systems used for coding development, marketing, quality assurance, and text editor expedition modification and

creation. Training will allow employees to utilize and manage systems and resources effectively.

### **Commitment to Training**

The Company's annual training expenditures is approximately \$380,000. Past training includes new-hire orientation, introductory basic skills training, function specific on-the-job training, and compliance training.

ETP funds will not displace the existing financial commitment to training. Safety training is, and will continue to be, provided in accordance with all pertinent requirements under state and federal law.

#### ➤ Training Infrastructure

The Director of Training will oversee and coordinate the ETP Program along with a dedicated team of trainers to schedule training, monitor training status, and enter data into the ETP systems.

### **RECOMMENDATION**

Staff recommends approval of this proposal.

### **DEVELOPMENT SERVICES**

On-Site retained Sierra Consulting Services in Cameron Park to assist with development of this proposal for a flat fee of \$15,000.

### **ADMINISTRATIVE SERVICES**

On-Site also retained Sierra Consulting Services to perform administrative services in connection with this proposal for a fee not to exceed 13% of payment earned.

### **TRAINING VENDORS**

To Be Determined

**Exhibit B: Menu Curriculum**

**Class/Lab Hours**

8-200

Trainees may receive any of the following:

**BUSINESS SKILLS**

- Behavior Style Strategies
- Business Fundamentals
- Business Writing
- Conflict Resolution
- Cost Control
- Customer Relationship Management
- Customer Service
- Dealing with Difficult People
- Employee Coaching
- Essential Skills for New Supervisor
- Financial Analysis
- Leadership
- Marketing Skills
- Negotiation Techniques
- Operational Process and Workflow
- Personal Image
- Planning and Organization
- Product Knowledge
- Project Analysis and Specifications
- Project Management and Methodology
- Property and Resource Management
- Relationship Building
- Retaining Customers
- Sales Techniques
- Salesforce
- Strategic Planning
- Time Management
- Train-the-Trainer

**COMPUTER SKILLS**

- Advanced Microsoft Office
- GIT (Version Control Software Tracking System)
- Hipchat (Chat and Screen-Share Software)
- Hubspot (Marketing Software)
- Influtive (Customer Advocate Program Software)
- JIRA (Ticketing System)
- LINUX (Coding Development and Execution System)
- Oaisys (Call Recording Quality Assurance Software)
- Paycom (Cloud-Based HR Information System)
- Quickbooks (Accounting Software)
- Ready Talk (Screen-Share and Conference Call Software)
- Shortel (Voice Over Internet Protocol)

- Sublime (Advanced Text Editor for Expeditions Modification and Creation)
- TeamVisibility (Cloud-Based Call Recording/Quality Assurance Software)

**CBT Hours**

0-1

**BUSINESS SKILLS**

- Consumer Credit Reporting (1 hour)

Note: Reimbursement for retraining is capped at 200 total hours per trainee, regardless of method of delivery.