Career Growth

(Start Here)

Level	Wage	Points	Unlock
1	$16/hr	0	Company Outfit
2	$18/hr	2000	Outfit Upgrades
3	$20/hr	5000	Free Classes
4	$22/hr	10000	Company Card
5	$26/hr	17000	Van
6	$27/hr+2%	27000	Benefits
7	$28/hr+4%	40000	Specialties
8	$29/hr+6%	56000	Test Points
9	$30/hr+8%	75000	Free Conferences
10	$31/hr+10%	100000	New Location

Expectations at Each Level

It's important to note that you should always be trying to exceed expectations but not at the expense of not fully living out the previous ones.

Level 1

Welcome to the team!

At Level 1 your focus will be on learning the very basic ropes of working at Streamline. During this time we hope to see rapid personal and professional development.

Expectations:
- You should learn how to navigate the different apps we use (Service Titan, podium, piper inventory, etc.)
- Put a lot of effort into learning where things are in the Streamline Van.
- Expect to take trips to and from the van in order to serve your trainer well.
- You will be in charge of keeping the van clean inside and out.
- Watch your trainer and being attentive without getting on your phone or being distracted by other things.
- Always be on time to start work
- Ask good questions can help you to get the most out of working with your trainer
- Seek to discern what your trainer will need before they ask for it.
- Most importantly serving your trainer to make their job easier as they pour into your growth!

Over-arching theme

Learning how to serve others well by observing well

Level 2

Congratulations...you made it to Level 2! Time to level it up again.

Expectations:
- Technical skills improvement, for example, executing on simple/low stakes plumbing tasks on your own without making any mistakes at a good pace.
- You can start checking some of the easier things off the Jobs Completed List and getting points that way.
- Increased engagement with learning from books and other resources, including discussions with your trainer, speaking up in meetings, and having ideas for improving our clients experience.
- You should have read through all the booklets and have a firm grasp on the contents of them.
- Start interacting with customers more by practicing the checkout process or going through the initial greeting and diagnosis phase

Over-arching theme

Learning how to serve others well by working hard

Level 3

Welcome to Level 3...its pretty cool here.

Expectations:
- Becoming a super easy and enjoyable person to work with by taking more and more off your trainers plate resulting in awesome customer experiences
- We want to see your tenacity growing and your ability to work quickly, productively, and efficiently.
- By this point you should have read at least 5 books.
- Start really engaging with diagnosis and understanding plumbing systems like a pro
- At this level you can start heading up jobs and practicing taking them from start to finish with as little help from your trainer as possible.

Over-arching theme

Doing the work by yourself

Level 4

Hi Level 4...your own van could be just around the corner!

Expectations:
- Within this level you should pretty much be running the van on your own which includes all customer communication, diagnosis, dispatching, arriving, quoting, and the bulk of the hands on work.
- Getting a good grasp of quoting should be a top priority.
- Make sure you are replacing your trainer in every way possible as well as raising the bar wherever you can.
- The Autonomy Checklist should be totally filled in by this point.
- We also want to see that you can manage your time well—especially with customers—making sure conversations stay friendly but efficient and don't take up more time than they should.

Over-arching theme

Growing your diagnostics confidence

Moving from Level 4 to Level 5 is a big leap and we want to make sure you're ready.
To do that, you'll go through a 2 week trial where you'll run your own van so we can make sure you are ready to deliver the Sunwave standard.
Running your own van is both a privilege and a major responsibility. Treat it seriously, show initiative, and step fully into this next stage of your career.

Level 5

Vroom vroom...say less.

Expectations:
- At this level there are a whole new set of challenges that you now have to face on your own. You will either be in your own van or expected to run almost any type of call by yourself.
- We want to see you capable of dealing with customers wisely and considerately especially in high stakes situations.
- At this point we really want to see you becoming a good decision maker on your own which could mean calling a more experienced Streamliner sometimes but hopefully less and less. *sometimes making the decision to call someone is the best decision
- By this point you should understand most of the ins and outs of quoting through experience of seeing big jobs completed. As well as starting to develop that *tacit knowledge that comes from experience and a healthy dose of partial informed intuition.

*Tacit knowledge refers to practical, experience-based knowledge that is difficult to articulate, codify, or transfer to others. It is often acquired through personal experience, intuition, and context, rather than formal instruction or documentation.

Over-arching theme

Quoting Pro

Level 6

Howdy Level 6...things are just getting started.

Expectations:
- Not that this hasn't always been the case but you are now very much in a position to be setting the standard for other up and coming Streamliners. Eyes are on you, so conduct yourself in a manner worthy of following.
- Your technical plumbing skills should really be starting to shine through with high level diagnostics, quoting abilities, and a trail of robust plumbing systems left in your wake.
- This also means shooting for no callbacks and 5 star reviews to prove the level of your service.

Over-arching theme

Handling difficult jobs on your own

Level 7

Level 7...time to create some more value!

Expectations:
- At this point offering a premium plumbing service should be like second nature. While mastery of plumbing is still miles away you should be confident day in and day out and occasionally getting stumped.
- As the plumbing side of things begin to chill out its time to start looking for where you can provide unique value. We hope to help you find what that might be but taking initiative to find it yourself and start doing it in a small way is encouraged.
- The knowledge base from books will likely start to really show through at this stage as the entrepreneur inside of you starts to peek through.

Over-arching theme

Being able to lead any size job

Level 8

Another day, another Level.. in this case Lv 8

Expectations:
- Living out Streamline's Principles to the fullest should be a high priority.
- We really hope to see the 4 C's shining through, by you:

Committing to challenging new things, having the Courage to take the steps towards accomplishing them, gaining the Capabilities necessary to achieve success, and then having the Confidence to do the same thing all over again.

- By this point you have a clear understanding of why Streamline exists and how we do things, which should allow you to contribute better ideas and start to put time into bringing good ideas to fruition. For example:
  - Developing new training strategies
  - Van buildout ideas
  - New ways to give value that align with our principles
  - etc.

Over-arching theme

Taking the initiative to have crucial conversations when needed

Level 9

Level 9 time...

Expectations:
- Exemplifies all of the Streamline Hero Blueprint character traits, desires, and abilities
- Regularly doing intentional check ins with people they are pouring into or pushing to grow within the company
- Takes initiative to do more and more things on their own that could lead to others bigger and better future
- Taking initiative to identify and pursue new revenue opportunities.
- Developing new training or operational processes
- Exemplifying all of Streamline's principles at the highest level

Over-arching theme

Helping the people around you to have a bigger and better future

Level 10

Welcome to Perfection

Expectations:
- Acting as an advisor to the management team on strategic decisions
- Identifying opportunities to expand services or improve customer experiences
- Preparing to take on a management/ownership role in a new location
- Keeps tabs on KPI's of the business and drives others to successfully achieve thier own

Over-arching theme

Being a master Streamline plumber

How does PTO work?

Streamline Plumbing PTO Policy

At Streamline Plumbing, we believe in rewarding commitment and creating a work environment where rest and personal well-being are a priority.

PTO Based on Technician Level:
- Level 1–4 Technicians: Receive up to 1 week (5 business days) of paid time off per calendar year.
- Level 5–10 Technicians: Have access to unlimited paid time off.
- This policy is built on trust and mutual respect. If the policy is taken advantage of in a way that affects team performance or project timelines, it will be addressed individually and thoughtfully.

Paternity Leave (All Levels):
- Fathers: Eligible for 1 week of paid paternity leave.
- Mothers: Eligible for 3 weeks of paid paternity leave.
- Any paternity leave beyond that time frame will not be paid.

*We encourage fathers to take up to 2 weeks off and only in certain situations longer than that.

Requesting Time Off:

All PTO must be requested with at least 2 weeks' advance notice to ensure proper scheduling and continued excellence in service.

Unlimited PTO

Embrace the freedom of unlimited PTO! We trust you to use this benefit responsibly and enjoy the opportunity to manage your own time wisely. Here are some helpful tips to ensure smooth operations:
- Let the office know as soon as possible when you plan time off. Two weeks notice is required (except for sick days), but we understand life happens. Open communication is key.
- Once your scheduled vacation is confirmed make sure the office blocks off your calendar with your break dates to lock in time off so customers do not book over top of it.
- Remember, we encourage everyone (especially Lv. 5's and above) to take at least 10 work days/2 weeks off each year to recharge and come back feeling refreshed and ready to tackle new challenges.
- **We believe that as you create more and more value at Sunwave, what is viewed as a reasonable amount of time to take off goes up in proportion with that value.**

Paid Holidays
- New Year's Day (January 1)
- Memorial Day (Last Monday of May)
- Independence Day (July 4)
- Labor Day (First Monday of September)
- Thanksgiving Day (Fourth Thursday of November...includes black Friday)
- Christmas Day (December 25 and Christmas Eve)

Tell me more

Getting Paid
- Weekly Paychecks
- Achievable Unlimited PTO
- Hourly Pay
- Get paid % of jobs done once you reach LV 6

It is important to note that upon leveling up you will not receive a pay increase until the beginning of the following month. This allows our lovely Streamline office people to maintain better systems surrounding payroll and not go completely crazy!

How to get points.

Just because you earn enough points doesn't automatically mean you move up. Streamline's leaders may hold off on a promotion if they feel you're not ready to handle the responsibilities at that level.

Item	Points Per Item
Books	See List
Month Worked	1200
Skills	See List
Classes	Varies

While many of these books seem to target entrepreneurs, we at Streamline Plumbing believe the entrepreneurial spirit can be for anyone. We believe an entrepreneur is anyone who actively creates value by improvement of systems and processes. We're building a team of individuals who embody this spirit and are passionate about creating positive transformation in the plumbing industry.

LV 1-4

Book	Author	Points
Atomic Habits	James Clear	300
Unreasonable Hospitality	Will Guidara	400
The Go Giver	Many Authors	300
So Good They Can't Ignore You	Cal Newport	500
Crucial Conversations	Joseph Grenny ect..	250
Predictably Irrational	Dan Ariely	300
How to Win Friends and Influence People	Dale Carnegie	400
The Gap and the Gain	Dan Sullivan	350
I Hear You	Michael Sorensen	200
UnIntentional	Doug Smith	300
The Ideal Team Player	Patrick Lencioni	350
Make it Stick	Peter C Brown	675

You can only get points for these books until you have read all of them and then you unlock level 5+ Books!

LV 5-10

Book	Author	Points
How to Have CPDP	Les Giblin	600
2 Second Lean	Paul Akers	600
21 Immutable Laws of Marketing	Al Ries and Jack Trout	450
Decisive	Chip and Dan Heath	600
Free to Focus	Michael S. Hyatt	750
Building a Story Brand	Donald Miller	450
The Psychology of Money	Morgan Housel	450
Factfullness	Hans Rosling	450
Good Authority	Jonathan Raymond	450
Innovation Stack	Jim McKelvey	450
Leaders Eat Last	Simon Sinek	600
Marketing Made Simple	Donald Miller	600
Profit First	Mike Michalowicz	450
Purple Cow	Seth Godin	450
Start with Why	Simon Sinek	600
Talent Magnet	Mark Miller	450
The Dip	Seth Godin	450
The E Myth	Michael E. Gerber	600
The Heart of Leadership	Mark Miller	600
The Infinite Game	Simon Sinek	450
The Lean Startup	Eric Ries	450
The Personal MBA	Josh Kaufman	450
The Pumpkin Plan	Mike Michalowicz	450
The Vision Driven Leader	Michael S. Hyatt	450
I Will Teach You To Be Rich	Ramit Sethi	650
Upstream	Dan Heath	450
Who Not How	Dan Sullivan	600
6 Types of Working Genius	Patrick Lencioni	700
The Rational Optimist	Matt Ridley	200
Obsessed	Emily Heyward	600
Let My People Go Surfing	Yvon Chouinard	600
Fix This Next	Mike Michalowicz	450
Doing Good Better	William MacAskill	450
Thinking Fast and Slow	Daniel Kahneman	950
Shoe Dog	Phil Knight	450
Elon Musk	Walter Isaacson	450
Steve Jobs	Walter Isaacson	450
Leadership and Self Deception	Arbinger Institute	600
10x is easier then 2x	Dan Sullivan	450
The Secret	Ken Blanchard	450
Free Zone Frontier	Dan Sullivan	200
The Charisma Myth	Olivia Fox Cabane	500
Shop Class as Soulcraft	Matthew Crawford	450
The First Rule of Mastery	Michael Gervais	250
Unoffendable	Brant Hansen	300
The New Gold Standard	Joseph A. Michelli	350
The Road Back You	Ian Morgan Cron	400
Hug Your Customers	Jack Mitchell	350
Switch	Chip and Dan Heath	350
The Defining Decade	Meg Jay	250
Hyperfocus	Chris Bailey	300
Your Attention Your Property	Dan Sullivan	200
GoodBye Things	Fumio Sasaki	400
The Power of Body Language	Joe Navarro	300
What's Best Next	Matt Perman	300
Boundries	Henry Cloud	500
How to Know a Person	David Brooks	500
The Organized Mind	Daniel Levitin	200
Lead, Develop, Care	Terry Cook	300

You can get points for these books after reading the under level 5 books!

Internship Selections

Book	Author	Points
Atomic Habits	James Clear	300
The Go Giver	Many Authors	300
So Good they Can't Ignore you	Cal Newport	500
How to Win Friends and Influence People	Dale Carnegie	400
The Gap and the Gain	Dan Sullivan	350

Name:

Jobs Completed

Major Toilet Rebuild	☐	☐	☐	200 Points	☐	Submitted
Sediment Filter	☐	☐	☐	300 Points	☐	Submitted
Vanity Faucet and Popup	☐	☐	☐	250 Points	☐	Submitted
Electric Tank Water Heater	☐	☐	☐	400 Points	☐	Submitted
Hose Hydrant	☐	☐	☐	250 Points	☐	Submitted
Shower Valve	☐	☐	☐	350 Points	☐	Submitted
Tankless Water Heater	☐	☐	☐	700 Points	☐	Submitted
Toilet Replacement	☐	☐	☐	300 Points	☐	Submitted
Kitchen Sink Drain Unclog	☐	☐	☐	300 Points	☐	Submitted
Pressure Reducing Valve	☐	☐	☐	200 Points	☐	Submitted
Thermal Expansion Tank	☐	☐	☐	200 Points	☐	Submitted
Pressure Tank	☐	☐	☐	350 Points	☐	Submitted
Difficult Diagnosis	☐	☐	☐	300 Points	☐	Submitted
Kitchen Faucet	☐	☐	☐	200 Points	☐	Submitted
Garbage Disposal	☐	☐	☐	250 Points	☐	Submitted
Three Hole Faucet	☐	☐	☐	300 Points	☐	Submitted
Sump Pump	☐	☐	☐	500 Points	☐	Submitted
Washer Box	☐	☐	☐	300 Points	☐	Submitted
Clean Mainline Backup	☐	☐	☐	400 Points	☐	Submitted
Acid Neutralizer	☐	☐	☐	600 Points	☐	Submitted
Water Softener	☐	☐	☐	600 Points	☐	Submitted

As you continue to create more and more value at Streamline we love rewarding that. Check out a few of the things you can unlock or new things you have access to as you grow!

Lv. 1
- 5 Company Shirts
- 3 Pairs of Kuhl workpants
- Blundstone Boots
- Brave Star Belt
- Streamline Socks

Lv. 2
- Streamline Jacket (when its cold)
- Points acquisition through plumbing jobs

Lv. 3
- Can run simpler jobs alone
- Fellow Mug

Lv. 4
- Company Card
- Freedom to research and order tools to test under $100

Lv. 5
- Updated Uniform
- Your Own Streamline Van
- Unlimited PTO

Lv. 6
- Health Insurance
- 401K Matching

Lv. 7
- Paid time spent on a value bringing specialty
- Streamline paid classes (taking initiative to find approved classes is expected and encouraged)

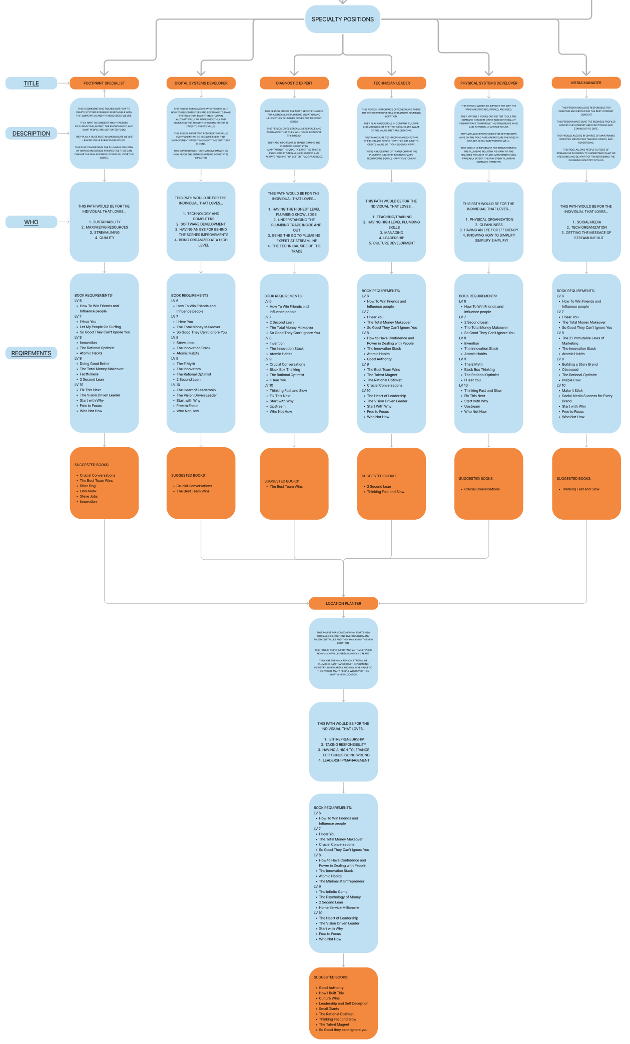
Lv. 8
- 10,000 Points for passing Journeyman's Test
- 10,000 Points for passing Masters Test

Lv. 9
- Find and attend conferences applicable for the improvement of Streamline

Lv. 10

Congratulations! You now have the ability to start a new location. This is not a requirement but you now have the freedom to consider this as an option.

These are not required but for anyone ambitious that wants to grow new capabilities and confidence and create even more value in the world these are for you.



SPECIALTY POSITIONS

PURPOSE

THESE POSITIONS ARE DESIGNED TO ALLOW PEOPLE TO WORK IN THEIR ELEMENT AND TO DEVELOP PARTICULAR SKILL SETS THAT WILL MAKE THEM UNIQUELY VALUABLE.

TIME

SPECIALTY POSITIONS ARE DONE PARALLEL TO PLUMBING WORK BY TAKING ON MORE AND MORE RESPONSIBILITY WITHIN THAT POSITION AND EVENTUALLY DOING THE ROLE FULL TIME ONCE STREAMLINE PLUMBING GROWS ENOUGH TO SUPPORT THAT.

INCOME

INCOME WOULD BE THE SAME AS ON THE GROWTH CHART

TITLE

DESCRIPTION

WHO

REQUIREMENTS

FOOTPRINT SPECIALIST

THIS IS SOMEONE WHO FIGURES OUT HOW TO CREATE SYSTEMS FOR BEING RESPONSIBLE WITH THE WORK WE DO AND THE RESOURCES WE USE. THEY HAVE TO CONSIDER MANY FACTORS INCLUDING TIME, MONEY, THE ENVIRONMENT, AND WHAT PEOPLE ARE MOTIVATED TO DO. THEY PLAY A HUGE ROLE IN MAKING SURE WE ARE LEAVING VALUE EVERYWHERE WE GO. THIS ROLE TRANSFORMS THE PLUMBING INDUSTRY BY HAVING AN OUTSIDE PERSPECTIVE THAT CAN CHANGE THE WAY BUSINESS IS DONE ALL OVER THE WORLD.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...

DIGITAL SYSTEMS DEVELOPER

THIS ROLE IS FOR SOMEONE WHO FIGURES OUT HOW TO USE COMPUTERS AND SOFTWARE TO MAKE SYSTEMS THAT MAKE THINGS HAPPEN AUTOMATICALLY OR MORE SMOOTHLY AND MINIMIZING THE AMOUNT OF HUMAN EFFORT IT TAKES TO CREATE VALUE. THIS ROLE IS IMPORTANT FOR CREATING VALUE EVERYWHERE WE GO BECAUSE EVERY TINY IMPROVEMENT SAVES TIME EVERY TIME THAT TASK IS DONE. THIS IS PERSON CAN HAVE MASSIVE IMPACT ON HOW MUCH THE ENTIRE PLUMBING INDUSTRY IS IMPACTED.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...

DIAGNOSTIC EXPERT

THIS PERSON KNOWS THE MOST ABOUT PLUMBING FOR A STREAMLINE PLUMBING LOCATION AND HELPS OTHER PLUMBERS FIGURE OUT DIFFICULT ISSUES. THIS PERSON GIVES STREAMLINERS PEACE AND ASSURANCE THAT THEY WILL NEVER BE IN OVER THEIR HEAD. THEY ARE IMPORTANT IN TRANSFORMING THE PLUMBING INDUSTRY BY MAINTAINING THE QUALITY EXPERTISE THAT IS PRODUCED BY STREAMLINE PLUMBING AND ALWAYS PUSHING FOR BETTER TRADE PRACTICES.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...

TECHNICIAN LEADER

THIS PERSON IS IN CHARGE OF SCHEDULING AND IS THE PEOPLE PERSON FOR A STREAMLINE PLUMBING LOCATION. THEY PLAY A HUGE ROLE IN COMPANY CULTURE AND MAKING SURE THE TECHNICIANS ARE AWARE OF THE VALUE THEY ARE CREATING. THEY MAKE SURE TECHNICIANS ARE ENJOYING THEIR JOB AND SEEING HOW THEY ARE ABLE TO CREATE VALUE SO IT CAN BE GIVEN AWAY. THIS IS A HUGE PART OF TRANSFORMING THE PLUMBING INDUSTRY BECAUSE HAPPY TECHNICIANS EQUALS HAPPY CUSTOMERS.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...

PHYSICAL SYSTEMS DEVELOPER

THIS PERSON WORKS TO IMPROVE THE WAY THE VANS ARE STOCKED, STORED, AND USED. THEY MAY HELP FIGURE OUT BETTER TOOLS THE COMPANY COULD BE USING AND CONTINUALLY FINDING WAYS TO IMPROVE THE STREAMLINE VANS AND EVENTUALLY A WEAR-HOUSE. THEY ARE ALSO RESPONSIBLE FOR GETTING NEW VANS ON THE ROAD AND MAKING SURE THE ONES IN USE ARE CLEAN AND WORKING WELL. THIS IS ROLE IS IMPORTANT FOR TRANSFORMING THE PLUMBING INDUSTRY AS MANY OF THE CHANGES THOUGHT OF AND IMPLEMENTED WILL PROBABLY EFFECT THE WAY EVERY PLUMBING COMPANY OPERATES.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...

MEDIA MANAGER

THIS PERSON WOULD BE RESPONSIBLE FOR CREATING AND PRODUCING THE BEST INTERNET CONTENT. THIS PERSON MAKES SURE THE BUSINESS PROFILES ACROSS THE INTERNET ARE FUNCTIONING AND STAYING UP TO DATE. THEY WOULD ALSO BE IN CHARGE OF MAINTAINING WEBSITES, PRODUCING TRAINING VIDEOS, AND ADVERTISING. THIS ROLE ALLOWS PEOPLE OUTSIDE OF STREAMLINE PLUMBING TO UNDERSTAND WHAT WE ARE DOING AND BE APART OF TRANSFORMING THE PLUMBING INDUSTRY WITH US.

THIS PATH WOULD BE FOR THE INDIVIDUAL THAT LOVES...