



# BE PART OF SOMETHING EXCEPTIONAL.

Dear Hearing Professional,

Thank you for your interest in exploring career opportunities available at Costco Hearing Aid Centers. We are confident that we will be able to offer you more than just a job; we offer a future with an exceptional company that is more than 600 warehouses worldwide and growing.

We provide the highest level of premium technology hearing instruments and professional services at the lowest possible cost to our members. Our value and unmatched quality guarantee ensure that Costco's Hearing Aid Center services are in high demand. And with more than 66 million members, you will be able to help more people find solutions for improved hearing than you ever imagined!

We are committed to being the best in every area of our business. It is our policy to promote from within the company, giving our employees the opportunity to grow with us. We are known for our phenomenal benefits and standard of overall company excellence.

We welcome those who share the philosophy of achieving excellence and taking pride in their work to consider Costco Hearing Aid Centers.

Sincerely,

A handwritten signature in blue ink that reads "Tammy L. Clark".

Tammy L. Clark  
Director of Training  
Costco Hearing Aid Centers





## COMPANY PROFILE

Costco Wholesale was founded more than 25 years ago and today is the largest membership warehouse club in the U.S., with more than 66 million members. Costco is known for providing members with quality goods and services at the lowest possible prices. Costco Wholesale offers a workplace that is focused on ethics and obeying the law.

Costco Wholesale is an \$87 billion international retailer with more than 600 warehouse clubs in eight countries. We are one of the largest retailers in the world, and a Fortune 25 company. The company is headquartered in Issaquah, Wash., and is traded on the NASDAQ exchange under the symbol: COST.

## COSTCO HEARING AID CENTERS

Costco has more than 440 Hearing Aid Centers worldwide, including more than 375 in the U.S. We are expanding and seeking highly skilled, qualified staff. Costco has been recognized as a leader in our marketplace and is dedicated to quality in every area of our business. Additionally, we are respected for our outstanding business ethics, including how we care for our employees. In fact, Fortune magazine named us one of the most admired companies in the world. Costco wants to provide every employee a career, not just a job. We believe our employees are Costco's most valuable assets!

## PROFESSIONAL SETTING

Despite our large size, we continue to provide a friendly and professional atmosphere where hearing professionals can have a practice setting that is very rewarding. Many of our staff remain with us long term because they are proud of our company's ethics and they realize that as a dispensing professional at Costco, there is an opportunity to help a greater number of people with their hearing loss than in most traditional offices. It is well-known in our industry that Costco's value proposition is tough to beat. Not only do we stand behind our products, but we are equally focused on delivering outstanding service to each and every member we serve. We strive toward a higher standard by establishing comprehensive testing and fitting protocols in all our facilities to ensure positive results.

## TECHNOLOGICAL ADVANTAGE

Costco provides our hearing professionals with a variety of the latest digital hearing instrument technology to work with. As a company, we dispense more than 80% premium-level products – ensuring maximum flexibility in programming options for the dispensing professional. Our state-of-the-art computerized systems help manage the workload efficiently. Each office is equipped with the Siemens Unity System, which incorporates computerized audiometry, Real-Ear probe microphone measurement tools and a hearing instrument analyzer system. We also offer video otoscopes, sound field speakers, COSI and APHAB Questionnaires, Quick-SIN speech in noise testing, and more. Our Web-based office management system allows us to share member files electronically between offices in an instant for improved member service.





## BENEFITS AND INCENTIVES FOR AUDIOLOGISTS AND DISPENSERS

**COMPETITIVE WAGES** – Costco prides itself on taking care of its employees by providing them with competitive wages and benefits. We value each and every one of our employees and follow the philosophy that if we hire good people, give them good jobs and pay them good wages, good things will happen. We believe that our employees are the reason why our company is as successful as it is today.

**PAID VACATIONS** – Vacation hours are based on an average workweek with full-time employees receiving the following: after one year, one week (up to 40 hours); after two years, two weeks (up to 80 hours); after five years, three weeks (up to 120 hours); after 10 years, four weeks (up to 160 hours); after 15 years, five weeks (up to 200 hours). Part-time employees must work one year before becoming eligible for vacation time and will receive the same amount of time as described above.

**PAID HOLIDAYS** – In addition to paid vacations, Costco is closed on all major holidays. After a 90-day probationary period, full-time and part-time employees receive holiday pay for eight holidays: New Year's Day, Martin Luther King Jr.'s Birthday, Easter, Memorial Day, Independence Day, Labor Day, Thanksgiving Day and Christmas Day.

**HEALTH CARE BENEFITS** – We offer one of the most competitive benefit packages in the industry and provide flexibility to choose from a suite of programs to suit your individual and family needs. Spouses, children and domestic partners are also eligible for coverage. Health care coverage automatically includes medical care as well as coverage for prescription drugs, vision and mental health/substance abuse. When you enroll in a health care plan Costco provides basic life, basic AD&D and long-term disability plans. In addition to health care, Costco offers the choice of two dental plans. Senior hearing aid specialist employees are benefit-eligible on the first day of the month following the date of hire. Full-time employees' benefit eligibility begins on the first day of the month following 90 days of service and part-time employees benefit eligibility begins on the first day of the month following 180 days of service.

**401(K) RETIREMENT PLAN** – You can contribute from 1% to 50% of your earnings to the Costco 401(k) Retirement Plan. Costco offers both traditional pre-tax contributions and Roth 401(k) after-tax contributions. Investment choices range from high yield, high risk to low yield, lower risk investment vehicles. You decide how to invest your contributions and may change investments at any time. Eligibility starts on the first of the month following 90 days of service. Costco matches 50% of your contributions up to a maximum match of \$500. In addition, Costco may make an annual discretionary contribution. The current contribution is based on years of service and eligible compensation earned in that year. Matching and discretionary contribution amounts are subject to a five-year vesting schedule.

**BASIC AND SUPPLEMENTAL LIFE INSURANCE** – The amount of basic life insurance benefit is determined by employee classification and years of service. Salaried and full-time hourly employees will receive one times their annual earnings for the first two years of service. Coverage will increase to two times annual earnings after two years of service and to three times annual earnings after five years of service. Part-time hourly employees are eligible for \$15,000 basic life insurance coverage regardless of their years of service. Family members enrolled in health care coverage are provided with Basic Life insurance coverage of \$1,500. Supplemental Life Insurance may be purchased in addition to the Basic Life Insurance coverage for yourself, your spouse or domestic partner, and your children.

**BASIC AND SUPPLEMENTAL ACCIDENTAL DEATH AND DISMEMBERMENT INSURANCE (AD&D)** – The amount of your Basic AD&D insurance benefit is determined by your employee classification and years of service. Salaried and full-time hourly employees will receive one times your annual earnings for the first two years of service. Coverage will increase to two times your annual earnings after two years of service and to three times your annual earnings after five years of service. The maximum benefit is \$225,000, regardless of service or earnings. Part-time hourly employees are eligible for \$15,000 basic AD&D insurance coverage regardless of their years of service. Basic AD&D coverage is available for employees only. You may purchase Supplemental AD&D Insurance in addition to the Basic AD&D coverage for yourself, your spouse or domestic partner, and your children.





#### **SHORT-TERM AND LONG-TERM DISABILITY**

Disability plans are available to help replace lost income if you become disabled due to an illness, injury or other medical condition such as pregnancy. The disability plans available are determined by the state where you work. In states where coverage is mandatory, employees receive coverage through the state plans. Employees who work in a state where short-term disability is not mandated are automatically enrolled in Voluntary Short-Term Disability. Senior hearing aid specialist employees are eligible the first day of the month after date of hire. All other hourly employees are eligible the first day of the month after 90 days of service. In addition, a Long-Term Disability (LTD) plan is provided as part of your health care coverage. If you want to decline health care coverage because you have coverage elsewhere, you may still enroll in Long-Term Disability for a small pretax premium each pay period.

**PAID SICK LEAVE** – As a full-time hourly senior hearing aid specialist, you will accrue up to 72 hours (nine days) of sick/personal leave on each anniversary of your hire date. Part-time employee paid sick/personal days are based upon hours paid during the previous year in relationship to full-time hours and will be prorated accordingly. On your anniversary date, before the new sick/personal hours are credited to your account, you will be paid for your total unused sick/personal days account balance.

**BEREAVEMENT LEAVE** – After 90 days of employment, salaried, full-time and part-time employees get up to three paid days off for the death of an immediate family member.

**FREE COSTCO MEMBERSHIP** – On your hire date, full-time and part-time employees will receive a Business Membership at no charge, which includes a Household Card. After 90 days of employment, you and your spouse or domestic partner are upgraded to an Executive Membership and also are allowed two additional membership cards for free. Your Costco Executive Membership is renewed annually free of charge while you are employed at Costco and includes an annual 2% Reward (up to \$750) on all qualified Costco purchases.

**EMPLOYEE ASSISTANCE PROGRAMS**

Costco provides free-of-charge assistance with personal concerns for you and your family members. The Care Network is a confidential, free resource program that is completely separate from Costco and is available to you and your family from the very first day of employment. The Care Network counselors are dedicated to Costco employees and trained to help you resolve personal, work or family challenges. They can provide guidance, information and/or referrals to local service providers, including lawyers, debt resolution services and mental health professionals, to help you address a number of different needs.

**LICENSE FEE AND CONTINUING EDUCATION REIMBURSEMENT** – Costco will reimburse full-time and part-time dispensers and audiologists for license fees for the state that you are employed in. Although we do our best to provide continuing education annually, any continuing education fees incurred are reimbursed for up to \$25 per credit hour, limited to the state's minimum requirement each calendar year.



## HELP COSTCO MEMBERS ENJOY THE SOUNDS OF LIFE.

Our Hearing Aid Center staff focuses on fitting the very best hearing aids for our member's loss and lifestyle.

Included with every Costco hearing aid purchase:

- Free product demonstrations
- Free hearing tests\*
- Free follow-up appointments
- Free loss and damage coverage (with no deductible)
- Free warranty period (varies by model)
- One free hearing aid dryer per purchase
- 10 free hearing aid batteries per aid purchased
- A 90-day trial period

\* Test to determine if hearing loss can be helped by hearing aids.



## NEXT STEPS

Costco Hearing Aid Centers can offer you a rewarding career in a dynamic retail environment. Whether you are an experienced dispensing audiologist or a licensed hearing aid dispenser looking to start your career, Costco Hearing Aid Centers can meet your professional needs.

## WAYS TO APPLY

- Inquire at your local Costco Hearing Aid Center.
- Contact the regional Hearing Aid Center supervisor or the Director of Training for U.S. Hearing Aid Centers (business card enclosed).
- Log on to Costco.com and apply online.
- Email your résumé to [hearingcareers@costco.com](mailto:hearingcareers@costco.com)



Costco is an equal employment opportunity employer and a drug-free workplace.



**1. Northern California**

Jenny Toy – [jtoy@costco.com](mailto:jtoy@costco.com)

**2. Southern California and Hawaii**

Glenn Lowney – [glowney@costco.com](mailto:glowney@costco.com)

**3. Texas**

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**4. Midwest**

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