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Fairfield company offers unlimited vacation time

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By Chelsey Levingston

Staff Writer

FAIRFIELD — Not only does Fairfield company Edoc Service Inc. offer its employees unlimited vacation time, it advises other companies putting in place virtual workplaces to do the same.

"It's all about quality of life, not just quality of work," said Jim Mullaney, founder, president and chief executive officer of Edoc Service.

"This really sends the message to the staff of high trust and freedom. That's what we want. We want to be free to do our jobs and not forced to do our jobs," Mullaney said.

Mullaney founded in 1997 Edoc Service, which offers consulting and virtual business services. The firm started before working remotely and teleconferences were as popular as they are today. But he's offered his 12 employees unlimited vacation from the beginning and says he's not had anyone abuse it.

Unlimited vacation doesn't mean taking off for several months and still expecting to get paid, Mullaney said.

Instead, it means allowing employees to leave early to attend their child's baseball game without worrying about how payroll will account for those hours. Or taking a once-in-a-lifetime international cruise even if the employee wouldn't have earned enough weeks off to do so with another employer. Sometimes, it's a matter of allowing stressed employees a mental health break.

It's about trust. He expects employees to complete their work in advance, or have it covered while they're gone.

"We encourage our clients to hire for culture first and skills second," Mullaney said. "When you have the right people on staff, people who are aligned with your culture, you don't have to have people abusing a vacation policy."

"They're going to be self-managing professionals," he said.

Edoc Service is comprised of four divisions: Edoc Scribe, which offers business and medical transcription services; Edoc Office, which helps companies bring best practices to their back office; Edoc Virtual, which advises companies moving from a brick-and-mortar environment to a more virtual workforce; and Edoc eSign, an electronic signature software for companies that need documents and contracts signed on a regular basis.

Unlimited vacation time is among the best practices Edoc Virtual suggests to other businesses with remote workers. These best practices also require implementing key cultural pillars: forward thinking leaders, purpose and principles, a team environment, high-trusting work relationships, and service partnerships both internally and externally, for example, Mullaney said.

"The biggest benefit (of unlimited vacation) for the employer is the fact you don't have the line item in the balance sheet and tracking it," he said. "It's one less compliance issue to deal with."

For "the worker, it's just a matter of freedom and knowing they're free to choose their own time away."

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