Promotion Letter

Use company letterhead. Get compensation and title approved before drafting. Delete optional clauses that do not apply. Deliver the letter in a conversation with the manager, never by surprise email.

HEADER

[Company Legal Name]
[Company Address]

[Date]

PRIVATE AND CONFIDENTIAL

[Employee Full Name]
Employee ID: [Employee ID]
[Current Job Title], [Department]

OPENING

Dear [Employee First Name],

I am delighted to confirm your promotion to [New Job Title] in [Department / Team], effective [Effective Date]. This follows [brief, specific reason, e.g. your results leading the evening shift through the Q3 volume peak and the successful completion of the team lead development program].

DETAILS OF YOUR NEW ROLE

- New job title: [New Job Title]
- Job grade / level: [New Grade or Band]
- Reporting to: [Manager Name, Manager Title]
- Direct reports: [Number and roles, or "None"]
- Work location and schedule: [Location; shift or hours, if changing]
- Effective date: [Effective Date]

Your main responsibilities are set out in the attached job description. In summary, you will [two or three sentences on the most important changes, e.g. lead a team of 14 agents, own the team's schedule adherence and quality scores, and run weekly one-to-ones].

COMPENSATION

Your base pay will increase from [Current Pay, e.g. $21.50 per hour / $54,000 per year] to [New Pay], effective [Pay Effective Date, normally the start of the next full pay period]. [Optional: You will also become eligible for [bonus or incentive plan name], with a target of [X]% of base pay, subject to the plan rules.]

[Optional, use only if classification changes: In this role your position is classified as exempt from overtime under the Fair Labor Standards Act and applicable state law. From [Effective Date] you will be paid a salary and will no longer record hours for overtime purposes. Any overtime worked before that date will be paid in full in the normal payroll cycle.]

[Optional: Your benefits remain unchanged. / Your eligibility for [benefit] changes as follows: [details].]

TRANSITION AND REVIEW

[Optional: Your promotion includes a transition period of [90] days, during which [Manager Name] will meet with you every [two weeks] to review progress against the goals in the attached plan. [If applicable: If either of us decides during this period that the role is not the right fit, you may return to your previous position at your previous rate of pay.]]

[Optional: You will complete [training program, e.g. new manager essentials] by [Date].]

EMPLOYMENT TERMS

All other terms of your employment remain unchanged. [For US at-will employees: This letter does not change the at-will nature of your employment or create a contract for any specific period.]

CLOSING

Congratulations on this well-earned step. Please sign below to confirm you accept the promotion and return a copy to HR by [Response Date].

Sincerely,

[Manager Name]
[Manager Title]

[HR Representative Name]
[HR Title]

Attachments: Job description for [New Job Title]; [Goals or transition plan]

EMPLOYEE ACCEPTANCE

☐ I accept the promotion to [New Job Title] on the terms set out above

Employee name

_____

_____ _____

Employee signature Date

Date

_____