

Chapter 8 Employees' Responsibilities



CITY PROPERTY

Use of City Tools, Equipment and Supplies

Equipment and supplies necessary for the proper performance of your work are provided by the City. Misuse of this equipment or waste of supplies results in higher cost of government. According to Civil Service Rules and Regulations, disciplinary action may be taken against any employee who misuses or wastes City property.

The life of most equipment can be greatly extended through proper use and preventive maintenance. A good rule is to treat every piece of equipment as if it were your own and as if you are to personally replace it when it wears out.

Use of Personal Tools, Equipment and Supplies

City policy prohibits employees from using personal tools in the workplace, unless specifically requested or approved by your supervisor. Personal tools brought to the workplace without supervisory approval will not be repaired or replaced if broken or lost. If a need arises for a tool which is not currently supplied by the City, this need should be reported to your supervisor immediately, so the purchase of the tool can be authorized.

Telephone Usage

Telephones are tools, and as such should not be misused. The City recognizes that some personal calls are necessary, but they should be kept to an absolute minimum. Unlike most private phones, the City pays for every individual call made on one of its telephones. For local calls the City pays for every five minute period, so all calls should be kept as brief as possible. Pay phones are located in City Hall, the Glendale Water and Power building, the Municipal Services building, and in most other City facilities.

Use of City Vehicles

If your job requires it, you may be assigned to drive a City vehicle. It should only be used for official business.

Drivers of City vehicles play an important role in promoting good public relations for the City. When you are assigned to drive a City vehicle, always remember that the official City seal identifies you as a representative of the City. Therefore, it is important that you always maintain safe and courteous driving habits and exhibit a professional manner while conducting City business.

Hopefully, you will never be involved in an accident, but if you are, you should contact your supervisor

immediately. If serious damage occurs, the Administrative Services Division should be notified as soon as possible. If you are injured in the accident, you must notify the Workers' Compensation Section and follow the appropriate procedures for reporting an industrial injury. More information concerning accident procedures is available from your supervisor.

If you notice anything wrong with the vehicle you are driving, report the problem to the Maintenance Garage. Proper maintenance saves everyone time and trouble, and prevents accidents.

Identification Cards

At the time of hire, all employees are issued photograph identification cards at the Personnel Division. These ID cards must be carried at all times during work hours and times of emergency.

Uniforms

Some City employees are required to wear uniforms while working. Uniforms are to be worn only when on-duty. The City provides either the uniforms, or an allowance for the purchase and maintenance of such uniforms. Uniforms are expected to be kept neat and clean. Please consult your supervisor as to your division's specific policies on uniforms.

Appearance

As representatives of the City, all employees are expected to be well-groomed, dressed and equipped properly for their assigned duties.

GENERAL RESPONSIBILITIES

Change of Personal Data

Any change of your personal data (address, name, phone number, and/or emergency contacts) should be reported to your supervisor as soon as possible. The changes will then be made on your Personnel records.

Outside Employment

No City employee may hold another job without the written approval of the City Manager. A form to request approval is available from the Personnel Division. Outside employment approval must be renewed on an annual basis.

Hours/Breaks

Most non-safety employees work the 9/80 schedule (Monday through Friday, and Monday through Thursday, on alternating weeks), with an hour or half-hour lunch break. Fire and Police work hours vary significantly. Employees who are scheduled by shifts will be informed as to the hours they are to work. All lunch breaks are without pay.

You may be allowed a 15-minute break, with pay, for every four hours worked. These breaks do not accumulate, nor can you use them to leave early or put them together to have one 30 minute break on a given day. Employees in the field take their breaks at the work site or as directed by their supervisor.

Smoking Policy

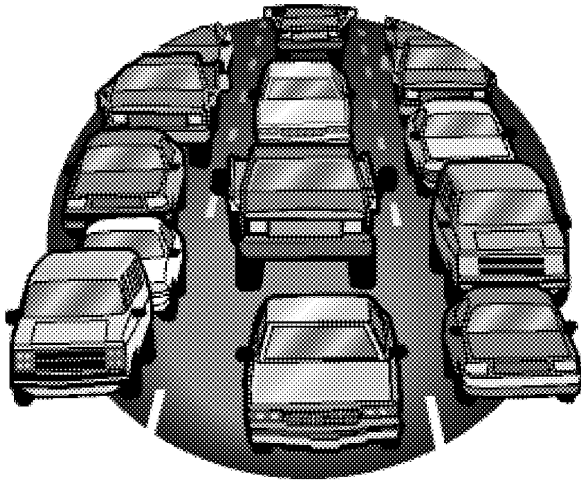
In seeking to provide a safe and healthy work environment for all employees, the City prohibits smoking in all City facilities except for those specifically designated as "Smoking Permitted." Such areas are designated by printed signs. Smoking is permitted in all outdoor areas. The effectiveness of the City's Smoking Policy depends on the thoughtfulness, consideration, and cooperation of smokers and non-smokers alike. Any conflicts or violations of the policy should be brought to the attention of appropriate supervisory or management authority.

Dealing with the Public

As a City employee, your job is to serve the people of Glendale in a courteous and efficient manner. Friendly and efficient service to the public earns respect for you and the organization you proudly represent. Your personal contact with the customer may be his or her only contact with the City. Therefore, a good impression must be made at the outset, and maintained in your day-to-day customer contact.

Very often you will come into contact with a citizen or customer with a complaint. No matter how angry or upset this person may get, please try to remain calm and be sympathetic to their problem. If you need the assistance of your supervisor or a co-worker, by all means try and get it. With customers like this, always accentuate the positive by explaining what the City can or will do to help resolve the problem. Your courteousness just may be enough to satisfy their needs. Remember, a complaint creates a prime opportunity to serve constituent needs.

The main goal in dealing with the public is to always keep the customer satisfied. A satisfied public is always easier to work with and is generally more understanding of your responsibilities.



*"Once you are moving in the
direction of your goals . . .
nothing can stop you."*