

Compensation

Organization

Responsibility

Benefits

Policies

Recognition

Employees' **Handbook**

CITY OF GLENDALE

Welcome!

To all City Employees:

Welcome to the City of Glendale employee family. I am confident you will enjoy working with us, and Glendale in turn will benefit from the skills and abilities you bring to the job. The business of Glendale City government is providing efficient, effective and courteous service to the citizens of this community. I am certain you will continue the high standards of service your fellow employees have traditionally maintained.

At your New Employee Orientation, you were introduced to five key philosophies which we would like you to keep in mind at all times during your employment with the City. They are as follows:

1. **One person makes a difference. A concern for the individual.**
2. **Teamwork and the spirit of cooperation. People are the “building blocks” of the organization.**
3. **Customer service ethic. Treating others, both internal and external, as we expect to be treated.**
4. **Valuing the cultural and ethnic diversity of your fellow employees and constituents.**
5. **An insistence on “quality.” Doing things the “Glendale Way.”**

This handbook is designed to help make your transition into the “Glendale Way” a bit easier. It provides answers to questions you will have concerning what is expected of you, and what you can expect in return. I urge you to read it completely and carefully.

Very truly yours,



James E. Starbird
City Manager

Introduction

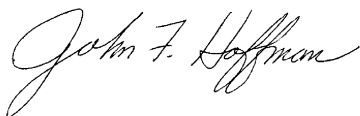
This Employee Handbook has been prepared to help you understand the general organization of Glendale's City government, along with some general rules, policies, benefits and overall obligations that come with being an employee of the City.

An attempt has been made to anticipate and answer questions which you may have. However, this booklet should not be construed as an official, definitive document. It is not an expressed or implied contract. It does not supersede, alter, or in any way add, amend or delete the City Charter, the Municipal Code, the Civil Service Rules and Regulations, the Memoranda of Understanding, the Administrative Policy Manual, or any other employee relations documents which have been officially adopted by the City Council.

Should you have any questions pertaining to information in this Employee Handbook, please direct them to your supervisor or the Personnel Division. In addition, the Personnel Division would welcome any suggestions you may have to improve this booklet.

Acknowledgment

This updated Employee Handbook represents the completion of an important project of the Personnel Division. Special acknowledgment for putting forth the efforts in completing this meaningful project should go to various members of the Personnel Division staff who wrote, edited and contributed to the production of this document. They include Matt Doyle and Peggy Beeuwsaert, who coordinated the project, as well as Jim Patric, Jose Feliciano, Connie Hickman, Steve Martin, Monika Fischer, Steve Katzman, Debbie Mallon, Rita LeBlanc and Martha Basurto, who each contributed. Your efforts are appreciated. Special thanks also goes to Sharon Pittman, Norma Smallbone, and the Graphics Section staff for their usual outstanding work in the production and publication of this handbook. Thank you again for another fine publication.



John F. Hoffman
Director of Personnel & Employee Relations

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Not a Contract

In the event of any inconsistency or conflict between the provisions of this handbook and any provisions of the City Charter, the Municipal Code, the Civil Service Rules and Regulations, any Memorandum of Understanding, the Administrative Policy Manual or any other such official document, such provisions shall supercede the information of this handbook. This handbook is not an official, definitive document and is not an employment contract, expressed or implied.