

# General Policies, Procedures and Expectations

(Revised January 2016)

## Staff Expectations/Code of Conduct

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- Arrive at your work assignment on time
- Dress appropriately
- Be respectful
- Clearly understand the task(s)
- Consider and anticipate safety factors
- Coordinate activities consistent with program goals/directives
- Conduct yourself in a professional manner
- Be a positive role model/mentor

A great employee:

- Is cheerful, respectful and tactful.
- Is naturally curious and takes the initiative to know or discover answers to customer questions.
- Takes pride in the quality of product we offer.
- Is a problem solver who works toward finding solutions that benefit the customer and the program.
- Finds ways to defuse tense situations, not escalate them.
- Follows instructions.
- Is interested in improving the product.
- Is versatile, flexible and easily adapts

## At-Will Employment

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As a part time employee, you are categorized as an “At will employee”. This means that you are subject to removal from the work schedule without due cause. In the event that your job performance is not satisfactory, supervisors may take the following actions:

- Notification and review with the staff member on the areas that need improving.
- Development of a work plan to outline the actions needed to be taken by the employee to continue employment.
- Reduction or elimination of scheduled hours

## Department Image and Public Relations

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The Parks and Recreation Department must always be concerned about its public image. Because the Department is funded primarily through taxpayer funds, it is vital that public sentiment is satisfied with value and customer service. Employees represent the City of Medford, even when they are not working. When an individual accepts employment with the city, he or she automatically accepts the obligations to represent the Parks and Recreation Department in a positive manner.

## Customer Service and Professionalism

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**Always remember customer service is not part of the job, it is the job.** Our definition of customer service is: Meeting the needs of our customers (internal and external) in a way that makes customers feel respected. We expect employees to have a good attitude, be polite, friendly, helpful, patient, professional and courteous to both external and internal customers. Also be aware of your facial expressions and body language.

**In General:**

- Make eye contact and smile.
- Greet and welcome each and every guest (guest = customer).
- Provide immediate service and assistance whenever possible.
- Display appropriate body language at all times.
- Provide and preserve a high-quality guest experience.
- Thank guests at every opportunity.

Front line customer service staff represent the “face” of the City and have a major impact on customer experience.

Here are specific expectations the City has for employees when providing customer service:

### **Delivery**

- Find out what the person needs.
- Be knowledgeable about services the City provides.
- Help the person with the process and let them know what they need to do next.
- Make it easy for the customer to comply.
- Take personal responsibility and do not make excuses.
- The goal is to help solve the customer’s issue within the confines of the law.

### **Timeliness**

- Assist customers promptly.
- Respond promptly to the customers.

### **Information**

- Understand what is important to the person you are working with.
- Provide comprehensive and accurate information and keep customer informed of the progress.
- Know when to speak and when to listen.
- It is OKAY to say you don’t know but then follow it up with “but I will find out for you”, and then follow through.
- Follow up with the customer. Even if you say “I’m sorry but we can’t do that”.
- Requests beyond your scope of duties should be referred to the appropriate person.
- Provide the information the customer needs; do not explain or provide information that does not help the process in the short or long term.

### **Professionalism**

- Be competent in your job duties.
- Treat all customers fairly.
- Take personal responsibility for any follow-up required.
- Explain rules without lecturing.
- Never lie.
- Talk on the customer’s level. Don’t talk down to the customers by talking to them as if they are children. It may be necessary to slow down and rethink how you are explaining something.
- Respect the customer’s rights.
- Be accurate; do not provide false information.

### **Staff Attitude**

- Polite and friendly

- Helpful
- Courteous
- Patient
- Empathize with each customer’s personal needs and ensure that each customer feels valued by showing interest in them
- Control your facial expressions and body language that shows irritation, frustration, and impatience.
- Be positive – a smile goes a long way. Make sure your eyes smile too. (Smile from your eyes)
- Take time and really listen
- Make the customer feel like they are the most important thing going on at the moment.
- You should NEVER scold, argue with, or lecture the customer
- Thank the person for participating

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## Telephone Manners

In answering the telephone and greeting the public, always speak clearly and distinctly. Answer the phone by saying, “Medford Parks and Recreation, this is \_\_\_\_\_.”

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## Misuse of City Property and Undue Benefits

City property may not be utilized or borrowed for personal use that would constitute an “undue benefit.” City property includes City phones, electronic equipment, hardware or technical supplies. Employees should not give any appearance of impropriety in carrying out their official duties. **Employee may not receive special favors, considerations or gratuities as a result of employment with the City.**

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## Handling Complaints

At times, citizens will bring complaints, request, or suggestions to a city employee, even though that employee may not be in a position to provide a satisfactory answer or action. Rather than give uncertain or misleading information the employee should politely refer the person to an appropriate supervisor. **NO** employee is expected to know all the answers but should be well enough informed to be able to direct a citizen to the proper department or official. Remember, your job is to carry out the policies that have been adopted by the Parks and Recreation Department in a reasonable manner. Courtesy and professionalism is a must for good public relations.

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## See the Big Picture

Each staff member should become familiar with all Parks and Recreation programs, services and facilities. As a City employee, you will field many questions from customers or the general public, both on and off duty. We expect that you be able to answer a majority of the questions, or know where to direct inquiries. You should be naturally inquisitive. When you field a question that you are unable to answer, take the time to find out the answer so you will be able to answer the same question in the future.

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## Staff Meetings

All Recreation Division employees are expected to attend all-staff meetings. Repeated excused or unexcused absences are grounds for a reduction of scheduled hours or discontinuation of employment.

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## Daily Activities

Advance planning, organization and attention-to-detail are essential. All program and activity leaders are responsible for reviewing the activities before the beginning of each day and/or week to understand what supplies are needed and to be familiar with the activity. Alert your direct supervisor of any shortages in technical supplies or facility flaws. Employees should offer proper and efficient service and should strive to do the best job possible for the people of Medford.

## **Appearance**

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Public image is an integral consideration for every City employee. Neat and proper appearance is important in portraying professionalism and gaining confidence in our staff by our customers and the general public.

- Part-time employees must wear Department-issued clothing when on duty. Conversely, Department-issued clothing should not be worn when off duty.
  - Part-time employees are to wear green Department-issued shirts whenever possible.
- Clothes and hats displaying non-City business or corporate logos or messages are prohibited.
- Baggy and saggy clothing are generally not appropriate.
- Undergarments should not be seen.
- Do not wear hats inside when customers are present. Department-issued hats or caps may be worn outside.
  - Flat-brimmed caps are prohibited.
  - Do not wear hats backwards or askew.
- Do not wear open-toed shoes
- Acceptable appearance is determined by your direct supervisor or by Department administration, who have the authority to ask employees to make (immediate) adjustments.

## **Inappropriate Behaviors or Habits**

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The following personal habits are inappropriate while on duty:

- Use of tobacco products
- Excessive personal phone calls and texts
- Flirting with customers
- Vulgar or off-color language
- Gossiping/speculating about co-workers or policy-makers
- Consuming alcoholic beverages

## **Disciplinary Action**

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City employees are subject to disciplinary action for violation of basic standards of conduct. Disciplinary action may range from a verbal reprimand to discharge. Causes for disciplinary action include, but are not limited to, the following:

- Inefficiency or incompetence.
- Reporting to work under the influence of an intoxicant.
- Habitual absences or tardiness.
- Absence for duty without authorization or failure to report when unable to come to work.
- Conviction of a felony or misdemeanor involving moral turpitude.
- Insubordination or failure to follow chain-of-command procedure.
- Willful violation of written policies and safety procedures.
- Offensive or discourteous conduct toward the public or fellow employees or other conduct unbecoming of a City employee.

- Willful violation of the provisions of the City charter, ordinances, department policies or any rules or regulations or requirements denoted in the City of Medford Personnel Policy.
- Lack of professionalism and absence of seriousness of purpose.

## **Payroll Procedures & Schedules**

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### **Pay Periods and Pay Day**

- Pay periods in the Recreation Division are from the 1<sup>st</sup> to the 15<sup>th</sup> and from the 16<sup>th</sup> to the end of the month.
- Paychecks are available from the Santo Community Center front desk on the 12<sup>th</sup> and 27<sup>th</sup> of each month. A direct-deposit service is available upon request.

### **Time Sheets**

Time sheets are used to record your working hours and then submitted for approval by the Recreation Supervisor for payment. Time sheets need to be neat and accurate. Submitting an inaccurate time sheet is grounds for termination.

New time sheets are located at the Santo Community Center, at U.S. Cellular Community Park and at Jackson Aquatic Center.

Here are guidelines that must be followed in completing your time sheet:

- Record your hours at the completion of each working day
- Fill in your time on the correct line with the correct tracking code
- Fill in the correct amount of time worked for that day, rounded up to the next quarter-hour.
- Submit your time sheet to a supervisor by the last working day of that time period. Pool employees submit time sheets at the end of each day.
- Misrepresentation of hours worked or failure to submit a time sheet in a timely manner are grounds for disciplinary action.

### **Changes to Information**

If you have a change of address or phone number, please notify your direct supervisor or the Parks and Recreation office administrator (Jennifer Sparacino). Your check may be mailed to the incorrect address and delay arrival; or you may not receive important tax documentation.

### **Work Schedules**

- Work schedules will be distributed via e-mail on a bi-weekly basis, usually on a Friday afternoon. You may be assigned to more than one program during a single day -- carefully review the work schedule.
  - Permanent part-time employees are limited to 104 hours per month.
  - Seasonal employees may work up to 80 hours per pay period.

### **Overtime**

- Overtime is considered to be more than 80 hours per pay period. More than 8 hours in a day does not constitute overtime.
- Due to budget considerations, overtime is not permitted without prior approval from recreation division management.

### **Time Off Requests**

In the event that you need to schedule time-off, please submit a written request to your immediate supervisor at least 10 days in advance. Any shorter notice will need to have approval from the program manager or recreation supervisor before being granted.

### **Sick Leave (excerpts from Reg. 04-1-R4)**

Part-time employees accrue one hour of paid sick leave for every 30 hours worked up to a maximum of 40 hours of accrued sick leave within the calendar year. Sick leave may be used starting the 91<sup>st</sup> day of employment, provided the employee has accrued sick leave. Up to 40 hours of sick leave may be used in the calendar year. Up to 40 hours of accrued sick leave carry over into the next year.

- In the event you are not feeling well, please contact your direct supervisor or the Parks and Recreation office as soon as possible or at least 6 hours before your shift begins. Make every effort to speak directly to a live person – don't assume that voicemails or texts will be heard or seen.
- When sick leave is taken, the amount of time must be clearly designated on the employee's time sheet so it can be accurately tracked.

### **Resignation from City Employment**

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An employee desiring to leave City service in good standing should normally notify the supervisor at least two weeks in advance of the effective date. Failure to give prior notice is deemed sufficient cause for refusal to employ the person in the future. It is generally considered to be the courteous and thoughtful thing to do so that the necessary clerical work can be accomplished.

### **Personal Items or Equipment**

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Any use of personal equipment will be done so at your own risk. Any personal items lost, stolen, or broken will not be replaced by the Department.

### **Disciplinary Actions**

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The typical range and sequence of disciplinary actions are:

- **First occurrence:** Warning issued
- **Second occurrence:** Sent home and loss of pay
- **Third occurrence:** Dismissal

### **Cash Handling**

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Part-time employees are not authorized to accept program registration payments or facility admission fees unless the assignment specifically pertains to cash-handling duties. If a guest/customer wishes to provide payment or to register on the spot, refer them to customer service staff at the Santo Community Center or to a direct supervisor.

### **Tips and Donations**

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Department staff may not accept gratuities from guests/customers even though it is certainly flattering to be recognized for excellent customer service. Encourage satisfied customers to express their gratitude in writing so the sentiment can be shared inside and outside the organization.

Direct people wishing to make donations to the Medford Parks and Recreation Foundation.

## **Contacting/Interacting With Medford Police**

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The Medford Police asks MPRD staff to consider the following if there is an issue that may warrant calling the police department:

1. Determine the nature of the problem
  - a. If it is not a criminal matter, contact your supervisor.
  - b. If it is not an emergent criminal matter, contact the MPD Non-Emergent phone number at 541-770-4784, then contact your supervisor
  - c. If it is an emergency criminal matter, contact 911, then contact your supervisor
2. Secure the scene
  - a. Make sure the area that the crime occurred remains untouched until Law Enforcement arrive
  - b. If people are still on the scene, keep everyone at the scene as long as you can, until Law Enforcement arrive
  - c. If the people (person) is/are moving, observe where they are going to assist Law Enforcement when they arrive
    - i. Do not engage the person if he/she is combative
    - ii. If combative, allow them to leave the area without interfering
    - iii. Do not engage in any physical contact under any circumstances
3. Cooperate with Law Enforcement when on the scene
  - a. Describe what occurred with detail
  - b. Answer any questions they may have of the incident
4. Complete any necessary documentation
  - a. If an accident occurred, complete the appropriate accident form
  - b. For Recreation, write out an incident report detailing the occurrence
5. Update your supervisor
  - a. The supervisor will determine whether you should complete any further documentation or if you should contact the city attorney for any follow-up.

## **Graffiti Removal Procedure**

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The Medford Parks and Recreation Department works in partnership with the Police Department to track and mitigate graffiti and vandalism in City parks and facilities.

If you spot graffiti in a public place:

1. Report the graffiti/vandalism to a Park technician
2. Report it to Code Enforcement, 774-2016
3. Report it to your direct supervisor
4. Submit a work order through Maintenance Connect

## **Accident or Injury Reporting**

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**If a customer is injured on City property or in conjunction with a Parks and Recreation program:**

1. Determine if medical attention is required. If serious, call 9-1-1.

2. Do not provide any First Aid other than that for which you are trained. Do not move injured persons. Transportation will be provided by ambulance.
3. If injury is not determined to be serious, employee may supply items from the First Aid kit, such as band-aids and ice packs.
4. All accidents or injuries fill out "Medford Parks and Recreation Division Accident Report Form." (Form is typically available where First Aid supplies are stored.)
5. Handle emergency first, then notify supervisor of any major injuries or accidents.
6. Turn in form to supervisor.

### **If you or another employee is injured on the job:**

1. Determine if medical attention is required. If serious, call 9-1-1.
2. Do not provide any First Aid other than that for which you are trained. Do not move injured persons. Transportation will be provided by ambulance.
3. If injury is not determined to be serious, use items from the First Aid kit, such as band-aids and ice packs.
4. Fill out "Employee Injury Report Form." (Form is available in the Santo Community Center break room.)
5. If you go to doctor or hospital at any point relating to the injury, complete a "Report of Job Injury or Illness" form, also known as an "801 Form." (Form is available in the Santo Community Center break room.)
6. Handle emergency first, then notify supervisor of any injury or accident as soon as possible.
7. Turn in forms to supervisor at the soonest possible time.

### **If you are involved in an accident while operating a Parks and Recreation Department vehicle:**

1. Determine if medical attention is required. If serious, call 9-1-1.
2. Move the vehicle off the roadway if at all possible (state law).
3. Make contact immediately with your supervisor and the Police Department (770-4784). Do not make any statements as to your involvement to anyone other than your supervisor or the police officers investigating the accident.
4. Obtain names, addresses and phone numbers (work and home) of all witnesses.
5. Obtain vehicle and operator information and insurance information.
6. Take photographs of accident scene/vehicular damage using disposable camera in glove box or cell phone.
7. Remain with the vehicle at all times unless injuries do not permit.
8. Do not provide any First Aid other than that for which you are trained. Do not move injured persons. Transportation will be provided by ambulance.
9. For accidents involving the public, employees should not discuss the question of responsibility or liability with anyone prior to consulting the City Attorney.
10. The following forms must be submitted in a timely manner (Forms are available in the Santo Community Center break room.):
  - a. Supervisor's Vehicle Accident Report (ALL/008).
  - b. State of Oregon Traffic Accident and Insurance Report.
  - c. Report of Job Injury or Illness form (801 form) if employee was injured.
  - d. Police accident report.

### **When In Doubt**

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Not everything will be covered in a policy and procedure manual. When in doubt, use your best judgment and discuss your decision with your direct supervisor as soon as possible.

### **Key Considerations ...**

1. Is it good for the customer?
2. Is it legal and ethical?
3. Are you willing to be accountable for your decision?

**If so, you don't need permission. Just do it!**