

## **Personnel**

### **STANDARDS FOR THE WORKPLACE**

**SP 4104.00**

#### **Purpose**

The County Superintendent recognizes that standards serve the purpose of providing guidelines for professional conduct, strengthening our public service image, and promoting a sense of unity and pride.

#### **Recommended Standards**

Staff members recognize their responsibility to promote a professional image and make every effort to adhere to the following standards:

##### **Work Place**

Maintain a professional work space. We work in close proximity to our co-workers. Use as your benchmark: Make choices as though your co-worker was making the choice and would you find it disturbing, offensive or not conducive to a productive work environment. Lunch and mid-day breaks are to be taken away from your workspace.

##### **Food**

- Staff members use discretion in preparing and consuming strong-smelling foods in their workspaces.
- Break rooms, picnic tables, and other non-work areas are used for food consumption when possible.
- Preparation of personal coffee and food is to be done before work or during break times.

##### **Music**

- Portable devices without earphones and Internet radio stations must be played at a low volume level.

##### **Personal Phone Calls**

- Be aware that the telephone system is provided by MCOE for business use.
- Staff members need to utilize break and lunch times to make personal phone calls.
- Incoming personal phone calls should be returned during lunch or break time using a personal cell phone.
- Should you need to make and/or receive calls due to an extraordinary personal issue for a limited time, please arrange for an exemption to this policy from your manager.
- Personal long distance phone calls are made at no expense to MCOE.

##### **Cell Phone Use**

- In your workplace, set your personal cell phone to silent or vibrate.

- Personal texting during regular work hours except for break times is unacceptable.
- Incoming personal cell phone calls should be returned during lunch or break time.
- Outgoing personal cell phone calls should be made during lunch or break time.

**Mode of Dress**

- Professional office attire is expected from all employees.
- Revealing and very casual attire is inappropriate; i.e., staff members refrain from wearing shorts, mini-dresses, low-cut tops, tattered jeans, dirty apparel, etc.

**Customer Service**

- Staff members respond to clients and colleagues promptly, within 24 hours.
- Deadlines, when given, need to be met and, if a problem arises in meeting them, promptly notify your supervisor of the deadline to be missed including an explanation and a new deadline.
- Clients and colleagues never need to make a request more than once.

**Incoming voice mail message**

Listen to your message as though you were a co-worker or a client outside of MCOE. Is it professional and informative? Would you want to call back and speak with the person behind the message?

**Consistency in answering the telephone**

Employees should answer the telephone in the following manner, " \_\_\_\_\_ Department, this is \_\_\_\_\_."

**Visits by Family Members**

- The number and length of visits by family members during the work-day are minimized.
- Staff members refrain from bringing children to work unless there is a compelling need, and needs to be arranged with your manager.

**Recommended Enforcement**

These standards apply to all County Office employees. Any violation of these standards is handled professionally by individual co-workers and/or a supervisor.

**MENDOCINO COUNTY OFFICE OF EDUCATION**