

17.0 CUSTOMER SERVICE AND WORK RULES

17.1 - Purpose - In order to provide courteous and efficient service to the citizens of Coral Gables, the following general work rules are established. In addition, each Department may have special departmental rules due to the type of service provided. Departmental rules must be reviewed by the Human Resources Director and approved by the City Manager.

17.2 - Customer Service - Employees of the City of Coral Gables are expected to maintain courteous relationships with other employees, City officials, and the general public at all times.

17.3 - Work Rules

17.3.1 - Punctuality in reporting for scheduled work is vitally important to provide quality service to the community and achieve the goal of excellence.

17.3.2 - Personal activities including visitors, phone calls, and conversation shall be kept to a minimum. City operations shall be conducted in a business-like manner.

17.3.3 - Personal appearance and cleanliness are the responsibility of each individual and are particularly important when dealing with the public. Clerical and administrative employees are expected to dress in business-like attire suitable for dealing with the public. Where uniforms are provided, it is expected that the uniform will be worn and will be clean and in good repair.

17.3.3.1 - Employees who are in positions which require uniforms as the standard of dress, shall wear the complete uniform at all times, as prescribed by the Department. At the beginning of the work day, an employee's uniform or work clothes shall be neat, clean, pressed (not wrinkled) and well maintained (not torn or have burn holes). Employees will not be held responsible for uniforms that come back from the cleaning service in poor condition, but will be held responsible for the items that are controllable, like wearing the full uniform or re-wearing a dirty uniform.

17.3.3.2 - With the recommendation of the Department Director and approval of the Human Resources Director and the City Manager, excluded employees may receive an annual uniform allowance and reimbursement for safety shoes and glasses.

17.3.4 - Vehicle and equipment operators are usually under direct observation of residents and shall exhibit courtesy and a high regard for the safe operation of vehicles and equipment.

17.3.5 - Safety rules must be followed, common sense used, and any hazardous conditions reported at once to the supervisor or the Risk Management Administrator.

17.3.6 - Employees are expected to make efficient use of supplies, equipment, fuel, and electric power at all times.

17.3.7 - Employees shall not solicit, or accept anything of value, regardless of its nature, in connection with City employment from any person, or other entity with any expectation or understanding, or which might lead to the belief that preferential treatment will result or that may tend to influence the employee in the performance of duty.

17.3.8 - Employees shall not use or permit the use of City property or equipment for other than approved City activities.

17.3.9 - Confidentiality shall be maintained to protect employee privileged information.

17.3.9.1 - City employees who have contact with personal, exempt and privileged employee information are expected to maintain confidentiality and to handle all information in a professional manner.

17.3.9.2 - City employees may be required to sign a Release of Confidential Information to agree to follow directive on Rule 17.3.9.1.

17.3.9.3 - All requests for information regarding present or former employees (potential employers, credit institutions, welfare agencies, attorney, etc.) are to be forwarded to the Human Resources Department regardless of whether the inquiry is by telephone or in writing. The Human Resources Department shall have the sole authorization to provide employee information to outsiders.

17.3.9.4 - Human Resources will be responsible for answering all requests for record copying to employees and to outside individuals and/or organizations regarding employee records.

17.3.9.5 - Employees who violate this rule will be subject to discipline according to RULE 10.4.17 of the Rules and Regulations.

17.4 - Duty to Report

17.4.1 In accordance with the City's Drug & Alcohol Free Workplace Policy and Work Rules, employees are required to notify the Human Resources Director of any drug or alcohol related criminal charge or arrest no later than five (5) days after such charge has been filed. Employees in positions which require driving a City vehicle or a personal vehicle on City business must notify the Human Resources Director of any alcohol or drug related arrest (e.g., including but not limited to Driving while Under the Influence) on the next workday.

17.4.2 Any employee of the City who is arrested on-duty or off-duty for any other reason shall, within five (5) days of arrest, notify the Human Resources Director of the arrest.

17.4.3 Failure of any employee to notify the Human Resources Director shall subject the employee to administrative action up to and including dismissal from City employment.