

Employee Handbook A copy of the approved employee handbook is accessible to every employee of the District on the Internet. The Personnel Services Department will update and distribute the employee handbook electronically to all employees by e-mail every school year. The electronic notice will include instructions on how to access the employee handbook and how to electronically acknowledge receipt of the employee handbook. Employees are required to acknowledge receipt of the handbook annually. Failure to acknowledge receipt of the employee handbook may result in disciplinary action by the Personnel Services Department.

Employee handbook acknowledgments will be filed and maintained electronically by the Personnel Services and Technology Departments.

Copies of the employee handbook will be provided upon written request submitted to the Office of Personnel Services.

District Service Standards

The following are District service standards:

The "We" Concept! /
One Team with One
Mission

- All staff members will help achieve the District's mission and become one team with one mission.
- All staff members will understand the importance of team-building for the District to improve our service to parents, students, and one another.

Professionalism

- All staff members should project a professional image that models positive dress and grooming for students.
- Don't underestimate the power of first impressions.
- People make assumptions about professional credibility and performance based on personal appearance.

Courtesy and
Respect

- All customers will be treated with respect and dignity, regardless of cultural or ethnic identities.
- Staff will be courteous during all customer interactions.
- Staff will maintain the confidentiality and privacy of students and their families.
- Staff will communicate in a courteous and respectful manner.

Communication

- Staff members will acknowledge and greet customers immediately upon their entrance into district facilities. If serving another customer at the time, politely ask if he or she would mind waiting until you have finished assisting the customer you are currently with or have another staff member assist the customer.

EMPLOYEE STANDARDS OF CONDUCT

DH
(REGULATION)

- Each staff member will answer the telephone in a timely manner, and in a friendly manner, using the name of the facility and the staff member's name. For example, "Horizon Middle School. This is John Smith. How may I help you?"
 - Each staff member will ensure that information provided to customers is accurate and consistent.
 - Each staff member will utilize active listening techniques in all customer interactions.
 - When a staff member is out of the office for more than one business day, voicemail and e-mail features will be activated to provide message options and information regarding the employee's return.
- Responsive and Resourceful
- Each staff member will personally assume responsibility for assisting or directing customers to the appropriate person or department.
 - Responses will be timely. Staff members will return phone calls and e-mails within 24 hours. If a response cannot be provided within the allotted time, the customer will be notified and given an estimated time of response.
 - If a staff member notices that a customer speaks a language other than English, a bilingual staff member will be located and asked to assist the customer.
- Environment
- Each staff member is responsible for creating an inviting, family-friendly environment in all district facilities.
 - Staff members must wear their identification badges at all times.
 - All facilities will be easy to navigate and signage will be visible and easy to understand.
 - All facilities will post their office hours.
 - All signage will be written in a positive manner or tone.
 - All communications will be updated regularly.