Work Policy and Procedure

Policy

This policy establishes the work expectations of the service desk. All current employees are expected to work the hours they have previously scheduled. Failure to work these hours can lead to termination.

Procedure

Employees are paid for the work performed as regulated under applicable state and federal laws. Employees are expected to work their regular scheduled shift.

Time Reporting

Each department is responsible for maintaining accurate time and attendance records. For each non-exempt employee, a time record must be completed for each day and submitted by pay period.

Non-exempt employees are required to:

Report actual time worked.

Take an uninterrupted meal break of at least 30 minutes if working 6 or more hours

Accurately record meal break.

I. Absent

An employee is deemed absent when he/she is unavailable for work as assigned/scheduled and such time off was not scheduled/approved in advance as required by department notification procedure.

Failure to report an absence in advance can lead to possible termination. Employees are allowed 5 personal days a year. Supervisors should monitor their employees' attendance on a regular basis and address unsatisfactory attendance in a timely and consistent manner.