



Operations Guide

**The Alabama Career Center System is an equal opportunity agency partnership.
Auxiliary aids and services are available upon request to individuals with disabilities.**

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GENERAL PROTOCOL

All Career Center staff, by the performance of their respective duties, impact the well-being of the family, the community, the state, and the nation. That fact should be a source of pride and satisfaction to staff. This guide is developed in the interest of facilitating customer service so that we are consistently effective, efficient, and responsive in service provisions to customers. Each staff person will be provided a document that will accompany the Alabama Career Center System Operations Guide to be signed, dated, and returned to their supervisor acknowledging the receipt of this guide.

1.0 VALUES

We will conduct ourselves in a professional manner exemplified by integrity, a sense of pride and a strong belief in loyalty, equity, and accountability. We will execute our daily duties with a commitment to excellence in service.

2.0 ETHICS

The standards of ethics for Career Center staff are cited with both federal and state statutes. Using or the appearance of using a staff's position to derive personal and/or financial gains for the individual or the individual's family is forbidden, whether the act was voluntary or solicited.

3.0 WORK CONDUCT

Staff are expected to conduct themselves at work in a manner that reflects professionalism. Specific policies regarding work conduct include the following:

3.1 Dress Code. Staff shall dress appropriately for their professional positions. Professional dress *does not* include: hats or caps, tennis or thong shoes, jeans or capri slacks, leggings, mini-skirts, T-shirts, and other items as deemed immodest or inappropriate by the local Team Management. This list is not all inclusive, therefore, it is expected that the staff person will use good judgment in complying with the dress code. Management staff should be particularly interested in presenting a professional image.

3.2 Drug-Free Workplace. The Career Center System receives federal funds, and is, therefore, required to maintain a drug-free workplace. The Drug-Free Workplace Act makes it illegal for staff to distribute, dispense, possess, or use a controlled substance in any official workplace, including state vehicles.

3.3 Smoking. Smoking is prohibited in all Career Center facilities except in areas which have been designated and identified as 'smoking area'. Smoking is banned in all offices as well as common-use areas such as rest rooms, break rooms, elevators, stairways, hallways, storage rooms and state vehicles.

3.4 Telephone Usage. Staff may use their telephone for personal calls when there is no charge, meaning local calls or toll-free long distance calls. Management will determine the timing, frequency, and duration of personal calls based upon workloads and individual circumstances. It is expected that such calls should be conducted generally during the staff person's break or lunch time. Long distance toll calls are not authorized for personal reasons. Staff should use a telephone card/credit card or their personal cell phone.

3.5 Cell Phone Usage. Staff with the privilege of using a personal cell phone at work shall comply with the following:

- Turn the ringer off or set to 'vibrate'
- Let unimportant calls go to voicemail
- Observe a 10 foot buffer zone between you and others when using the cell phone
- Cell phones, including texting, should not interrupt meetings or service provision
- Eliminate embarrassing ring tones so that professionalism is not compromised
- Maintain a low voice during conversations
- Cell phone photography is not allowed
- Blue-tooth ear-pieces, or, similar devices are not allowed

3.6 Harassment. The Career Center will make every effort to provide an environment that is free from all forms of harassment. Appropriate action will be taken immediately against any person who violates this policy.

3.7 Political Activities. State law provides that 'No person in the employment of the Career Center shall use state funds, property, or time for any political activities'.

4.0 CAREER CENTER HOURS OF OPERATION

The Career Center will be open Monday through Friday of each week, operating 9 hours daily. The Career Center is to be adequately staffed during all operating hours. Managers are permitted to set extended operational hours, with Area Managers' agreement, when it is in the best interest of the Center.

5.0 ON-SITE INJURIES

Any personal bodily injury occurring at the Career Center should be reported to the supervisor immediately. This policy is to be followed, regardless of how slight the injury or if medical assistance is required or not.

6.0 COMMUNITY CIVIC ACTIVITIES

Staff are encouraged to participate and accept membership in community organizations that are in support of the mission of the Career Center with the approval of the on-site manager and consultation with the Area Manager.

7.0 PUBLIC INFORMATION

News Releases from Central Office. The following types of news releases will be prepared or reviewed and released from the Central Office:

- News releases originating in the Central Office
- Announcements of major new programs, activities, or initiatives of the department or any portion thereof
- Items of statewide application and those concerning more than one local office area
- Items which establish, modify, or cancel departmental policy.

Note: News items can be forwarded to Tara Hutchison, DIR Public Relations Officer, at (334)242-8616 or Tara.Hutchinson@dir.alabama.gov.

News Releases from Local Offices. The Local Office Management Team is authorized to issue news releases and to respond to requests from media personnel according to the following guidelines:

- Announcements of job openings for which applicants are needed
- Announcement of local programs for which outreach and recruitment assistance is needed
- Announcement of local *arrangements* for taking and processing unemployment claims
- Local office managers may respond to requests from local news media on local items which are of general information, avoiding controversial issues unless cleared in the Central Office
- Local office managers may respond to requests for local input in connection with Career Center news releases

8.0 EMERGENCY CLOSINGS

Decisions to close centers in emergency situations are left to the discretion of the Local Office Management Team, in consultation with the Area Field Managers, based upon the best available information locally, with all partners considered.

9.0 COOPERATION

Cooperation with co-workers is defined as the extent to which an individual works with and does not hinder co-workers to ensure that work unit goals and directives are accomplished. All Career Center staff are expected to display a courteous and cooperative attitude toward co-workers and supervisors.

This guide is not all inclusive; therefore, any guidance not addressed therein, will be resolved by the Local Office Management Team and the Area Managers with the focus on how best to serve our customers.