CITY OF CHANDLER

NEW EMPLOYEE ORIENTATION POLICY

I. **PURPOSE**

To establish procedures for the orientation of new City of Chandler Employees.

II. **POLICY**

It is the policy of the City of Chandler to ensure new employees receive adequate orientation as well as required training during the initial probationary period: prior to release from probationary status and appointment to regular status unless otherwise noted in the policy.

III. **DEFINITIONS**

The City of Chandler Personnel Rules apply to all definitions used in this policy.

IV. **RESPONSIBILITIES**

A. It is the responsibility of the Department Directors to ensure new employees receive adequate orientation as well as required training during the initial probationary period prior to release from probationary status and appointed to regular status unless otherwise noted in the policy.

B. It is the responsibility of supervisors to ensure new employees attend benefits enrollment, new employee orientation, any specialized training, and/or required training.

C. It is the responsibility of the Human Resources Director to develop and maintain adequate new hire enrollment procedures; a city-wide new employee orientation program; and required training programs to ensure new employees have all the resources and information they need to be successful in their new position.

D. It is the responsibility of all new employees to actively participate in all city-wide and departmental level orientations and training programs as required.

V. **PROCEDURES**

A. New Hire Enrollment- The Human Resources Director or designee will provide new employees specific and detailed information regarding the following:

1. All documents required for employment with the City.

2. All benefit program options available so that the new employee may make the appropriate benefit decisions.

3. Other specific information pertaining to City benefits and policies, as appropriate.

4. A City Identification Card will be issued to all new employees at the time of new hire enrollment in accordance with City of Chandler, City Identification Cards Policy.

B. Orientation and Training-

1. Within three (3) days of appointment, all new employees must complete new hire enrollment.

2. Within thirty (30) days of appointment, all new employees must complete a city-wide New Employee Orientation which includes New Employee Safety Training. The only exceptions will be Police Cadets attending the Police Academy. Police Cadets will be required to attend within one (1) year of appointment.

3. Within thirty (30) days of appointment, new employees must complete a department orientation (see Attachment A). A checklist (Attachment B) is provided to facilitate this process at the supervisor's level.

4. Within one (1) year of appointment, new employees must complete required training in the areas of customer service, ethics, diversity, and harassment prevention.

VI. **APPROVAL**

This policy supercedes Administrative Regulation CC Reg. 13-11

_____   3-12-15
Rich Dlugas, City Manager   Date

Attachments:

A   Department Level Orientation Program Content
B   Supervisor's Orientation Checklist

ATTACHMENT A

DEPARTMENT LEVEL ORIENTATION PROGRAM CONTENT

Specific Orientation to the Department

- Department Mission and Goals
- Relationship to Other Departments and Divisions
- Departmental Organizational Chart
- Departmental Operational Procedures
- Department Work Flow
- Facilities
- Schedule
- Introduction to Co-Workers

Specific Orientation to the Job

- Goals and Performance Standards
- Job Duties, Responsibilities, and Performance Expectations
- Workstation
- Computer System and Capabilities
- Tools and Equipment
- Supervisory Arrangements
- Where to GO: Whom to Ask for Help
- One-the-Job and Other Job Training Plans and Schedules
- Performance Appraisal Schedule and Criteria
- Merit Increase Process and Criteria
- Individual Training Plan

ATTACHMENT B

SUPERVISOR'S ORIENTATION CHECKLIST

Employee's Name: _____   Date: _____

❑   Introduction to Staff in the Department and Division

- ✓ Staff – introduce co-workers and others
- ✓ Tour of immediate work area
- ✓ Location of Hazard Communication Manual
- ✓ Emergency Evacuation plan and assembly location
- ✓ Department and Division role/function
- ✓ Pay periods and payroll schedule
- ✓ Payroll distribution – identify payroll clerk
- ✓ Purchasing and Supplies – identify responsible party
- ✓ City Credit Card – identify responsible party

❑   Computer and Telephone Information

- ✓ Voice-mail and e-mail procedures and etiquette
- ✓ Computer access (password assignment, program access, Chanweb, etc)
- ✓ Identify specific computer training needs and schedule employee for training

❑   Department/Division Specific Policies and Procedures (Written and/or Verbal)

❑   Performance Reviews/Probationary Period

- ✓ Performance expectations (goals setting and performance standards)
- ✓ Frequency of reviews
- ✓ Term of probationary period
- ✓ Merit increases

❑   Employee Assistance Program (EAP)

❑   Training Pertaining to the Position

- ✓ Software training
- ✓ Employee Development Academy training catalog
- ✓ External seminars
- ✓ External conferences

❑   Work Hours and Related Topics
- ✓ Pay periods and payroll schedule including how to submit timecard on MyTimekeeper
- ✓ Overtime policy and procedures
- ✓ Comp time policy and procedures
- ✓ Completion of leave request in My Timekeeper
- ✓ Punctuality
- ✓ Breaks and lunches
- ✓ Alternative work schedules (trip reduction)
- ✓ Telecommuting
- ✓ Sick call notification
- ✓

Supervisor's Notes: _____

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Supervisor's Signature   Date