Workplace Standards and Expectations

Beginning September 1, 2013, the following guidelines and procedures will be effective:

To uphold the institutional vision, mission and values through our work, we must all be present, accountable and engaged. This document establishes minimum expectations for department workplace behaviors and is meant to serve as a compliment to existing employee group policy manuals. These workplace behaviors are a component of our ongoing evaluated performance at MCCCD and within the MCC Office of Development department. All employees are accountable for following these performance standards.

Attendance
Absences must be reported a minimum of 30 minutes before the start of accountability via email or voice mail to your supervisor and department secretary so co-workers are aware that staff will be reduced for that particular day or will be arriving late.

Maricopa provides generous paid leave provisions including vacation, sick and personal time, and fully complies with the federal Family and Medical Leave Act to protect employees from loss of pay due to personal or family illness (please refer to the Blue Book or employee policy manual for details.). All employees are expected to be at work during their assigned work schedules or to use one of the approved Maricopa leaves. Absences outside of these leaves are not approved.

Absences: Temporary and Federal-Work Study (FWS) are not eligible for sick time, compensatory time, vacation time or personal time.

Attire
The Office of Development deals with the public at all times. Development Office clients are donors, students, MCCCD employees, businesses, community members, and public officials. Be aware of your audience. At any time you could be called to interact with any of these constituencies, so how you represent yourself matters.

It is the responsibility of department employees to dress as representatives not only of the department but of the District as a whole. How Development personnel present themselves contributes to customer service.
Appearance is part of performance. Business casual dress guidelines are as follows:

- Business attire is the preferred dress standard
- Business casual is acceptable, but should look professional
- Maricopa college or program specialty t-shirts are acceptable
- Polo/golf shirts are appropriate
- Avoid clothing that is tight, baggy, wrinkled or with holes
- Avoid attire that shows skin at: cleavage, midriff and backside; no spaghetti straps
- Cut-off shorts, sweat pants, sweat shirts, and flip flops are not appropriate office attire unless you are having a “cleaning day” or setting up for a special event (i.e. fundraiser, etc.)

Compensatory Time
Per Appendix D, Section 3.14 of the All Staff Policy manual, a full time PSA employee may work beyond their normal 40 hour per week schedule with a supervisor’s prior written approval. Compensation for such time at MCC will be in the form of compensatory time. Any overtime pay must be approved in advance by the department supervisor. The scheduling of the utilization of earned compensatory time is at the discretion of the supervisor and must be pre-approved.

General Expectations
- Working from home is a rare occurrence and requires pre-approval from the supervisor.
- An employee may be required to provide medical certification to confirm illnesses and/or absences. (with VCHR approval per the All Staff Policy Manual B-4, Section C.3.C).
- Employees on intermittent FMLA should inform the department supervisor of the days/times s/he will be out for scheduled appointments and provide the expected time of return.
- Absences due to illness not specified in the FMLA documents are to be reported as regular sick time.
- Vacation hours may be rolled-over (banked) up to policy prescribed limits.
- Periodic audits of timesheets and recorded absences will be conducted by the department supervisor and HR to ensure accuracy.

Lunch and Breaks
Positions are posted and filled with the understanding that an individual will take a lunch break. Therefore, all non-exempt employees are asked to take an unpaid lunch break during each scheduled shift. Lunch breaks may either be 30 minutes or one hour as agreed upon between the supervisor and the employee. In addition, full time PSA employees may take a 15 minute paid rest period during the first four (4) hours worked and second four (4) hours worked as per the All Staff Policy Manual, Appendix D, Section 3.F. The schedule for lunch and rest periods will be coordinated by the supervisor and breaks may not be scheduled back to back.

Personal Time
Personal Time is deducted from an employee’s Sick Leave hours. It is permitted for use by all Board approved full time employees up to 32 hours annually for emergency, professional, legal, religious or other activities that can only be accomplished during a normal work day. Personal Time does not require pre-approval from your manager; however, you are expected to provide as much advance notice in writing via your MCCCD work email address to the department supervisor’s work email address. You may not use Personal Time to arrive late or leave early from work.
Professionalism
Professionalism is expected and needed to help the department function at a high level, to meet goals, and to serve donors. A positive difference is made and a professional environment is created by following these service excellence standards:

Making Good Choices
- Honor and live MCC’s vision, mission, and values
- Maintain professionalism and confidentiality
- Hold yourself accountable
- Make principle based decisions with broad input
- Be transparent by discussing how and why decision are made

Putting Unity in Community
- Get involved, get to know others, and cultivate relationships with your colleagues
- Acknowledge and support others’ efforts, viewpoints, expertise and uniqueness
- Be a team player, have fun, and take pride in the service you provide
- Provide seamless service across departments
- Take ownership of challenges and accept responsibility to develop collaborative solutions

Having a Service Heart
- Greet everyone with a smile and positive attitude
- Acknowledge the presence of every individual and give them your full attention
- Provide encouragement and appreciation in the meeting the needs of others
- Be an engaged listener. Demonstrate empathy, listen attentively, paraphrase, and ask clarifying questions
- Treat others with courtesy and respect

Being an Inspiration
- Generate positive energy and be open to change
- Make a difference for those your serve
- Invest in developing individual talents and empowering others
- Be a leader who is prepared, organized and enthusiastic
- Be flexible and willing to help others

Going the Extra Mile
- Offer innovative and creative solutions
- Follow-up and follow through with appropriate action
- Acknowledge all requests by the next business day even if just to say “I’m working on it”
- Share accurate information consistently. If you don’t know, ask!
- Exceed expectations so that others say “Wow!”
Sick Leave
When an employee is out sick they are to use accrued sick time to cover the time away. In the Office of Development, vacation time is not to be used for sick time (except when approved by your supervisor). If an employee is ill and does not have accrued sick time, s/he should consult with the supervisor.

Per the All Staff Policy Manual B-4 Section C.4.C. “Unused vacation time due an employee may be used at his/her option for sick leave/industrial Leave of Absence purposes provided the employee’s earned sick leave credits have been exhausted and approval has been granted by the department supervisor and College President.

Tardiness
Tardiness must be reported before start time. Contact your supervisor and administrative assistant via email or voice mail. Tardiness cannot be made up unless prior approval has been received from the supervisor. Employees must also send an email to their supervisor and the department timekeeper when they arrive at their work area stating in the email the time they arrived.

Vacation
Vacation requests must be made in writing via your MCCCD work email address to your supervisor’s work email address two weeks in advance of the desired vacation time. No requests will be approved during August and January, except in special circumstances.

Vacation hours an employee will lose, if the department is unable to release the employee for vacation before the end of the calendar year; may be extend until the end of the fiscal year with VCHR approval. A request should be sent to the department supervisor and MCC HR for evaluation and administrative approval.

Please indicate your approved work schedule:
Name: ___________________ Dept: ______________________________

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Work Schedules
The primary consideration in determining work schedules for individual employees will be to assure that service needs are met for donors, students, faculty and staff. Attendance consistent with your assigned work schedule is essential that the department functions at a high level and to help constituents.

Work hours are scheduled and regular. Employees are expected to report to work in-person and on-location for the entire length of assigned work hours. Donors, students, faculty, staff and community
depend on your presence and contributions. Your work is important and you are necessary to ensure student success.

All PSA, RPS and Student Worker employees need to establish starting and stopping times and lunch breaks. Schedules must be approved by the department supervisor and submitted to the department timekeeper. You are expected to be at your normal work station during your scheduled time unless you receive prior written approval by the department supervisor.

I have read, understand, and agree to comply with the MCC Office of Development Workplace and Expectations standards.

____________________________________  _____________________
Employee Signature                      Date

____________________________________  _____________________
Supervisor Signature                    Date