

# **Roanoke Valley Workforce Center**

## **Policies and Procedures Manual**

*Second Draft – August 2009*



**2009**

## *Section 1: Policies and Procedures Overview*

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### ***Introduction***

**Welcome to the Roanoke Valley Workforce Center.** It is our goal to provide high quality customer focused services to business and jobseekers. We are committed to creating a service experience for our customers that exceeds their expectations.

Many partners are collocated within the Roanoke Valley Workforce Center. We foresee a center that is integrated in its service delivery. The policies, procedures and tools outlined in this manual are designed to facilitate integration across agencies, functions and programs. They are all designed to ensure that customers have a consistent service experience in any interaction within the center.

### ***Benefits of a Comprehensive Workforce Center***

- Ease of access to all services for the customer.
- Technology driven approach to efficient and effective service delivery.
- A place where jobseekers are able to retrieve what they need all in one place.
- A place where businesses are able to find easy access to services they need to grow their business.
- A place where the multiple organizations who may serve the customer is evident.

### ***Vision of an Integrated and Comprehensive Workforce Center***

To provide an effective workforce development system which produces well-trained, highly-skilled workers, promotes a good quality of life for individuals and families, and enhances regional economic growth.

### ***Customer Service***

The Roanoke Valley Workforce Center, in support of our mission to provide assistance to the job seekers and employers of the Roanoke Valley area, has developed the following policies and procedures to assure that we provide quality customer service resulting in high levels of customer satisfaction.

Our organization values excellent customer service, competent and confident staff, the time and effort of our customers and staff, the encouragement of growth through learning and the tenets of economic development necessary to support the Roanoke Valley community.

## *Section 2: External Customer Related Policies*

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### ***Children in the Center***

It is important to recognize that the Resource Room is an area designed for customers to work on their job search. Children who are disruptive can create a distraction for those using our resources to look for work. Therefore, it is the right of all Center staff to politely ask a parent to manage the behavior of their children in the Center.

### ***Illness***

Please be considerate of other customers and avoid the Center if you or your child is feeling ill.

### ***Resource Room Computer Usage***

No food and/or beverages will be allowed in the resource room.

Customers will be limited to one hour on the computer if others are waiting. If no one is waiting, a customer may use the computer for as long as necessary. Staff will ask customers to accommodate those individuals who are waiting.

### ***Public Phone, Copier, Printer & Fax usage***

All resource center equipment is strictly for use in a job search. Please ask resource center staff for assistance in the proper operation of this equipment.

### ***Customers Expelled from the Center***

Staff has the right to expel someone from the Center for unwarranted behaviors and customers have the right to ask to be reinstated by management.

Examples of behaviors that warrant expulsion are:

- Verbal abuse of staff or other customers
- Inappropriate physical behavior
- Inappropriate use of Center resources
- Viewing of pornography on the internet

Reinstatement procedures are:

1. Request reinstatement in writing
2. Center management will review the request and convene an interview within 3 business days
3. Will participate in a personal reinstatement panel interview
4. Panel will provide a decision in writing

### ***Center Hours of Operation***

The center is open from 8:30am to 4:30 pm Monday, Tuesday, Thursday, Friday and 9:00am to 4:30 pm Wednesday. As limited or expanded hours are formalized they will be posted on the door, near the computers and on our website for all customers to view.

If the center needs to close due to inclement weather or natural disaster, customers will be notified through local media channels.

### ***Dress Code***

Shirts and shoes are required.

Please remember to dress appropriately. We have many businesses visit and interview through the Center- your next interview could be today! If your dress is determined to be excessively revealing or distracting, you will be asked to come back at another time.

### ***Smoking***

Smoking is only allowed in designated areas.

### ***Animals***

Service animals are welcomed. All other animals will have to remain outside the building.

### ***Use of Fragrances***

Please be courteous of the chemical sensitivities of those around you – refrain from the use of heavy perfumes, colognes and cosmetic scents.

### ***Use of Cell Phones***

- Please put all cell phones on vibrate or silent mode. Staff will enforce this rule.
- If you need to make or receive a phone call please step outside to avoid disrupting others.
- If you do not step outside, staff will ask you to step aside so we can serve other customers and you will return to the back of the line.

### *Section 3: Staff Related Policies and Procedures*

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#### ***Room Reservations***

To reserve a conference or interview room please contact Sandra Hicks with DRS.

#### ***Equipment Usage***

To reserve video equipment, projector, etc. please contact Sandra Hicks with DRS.

#### ***Answering Phone***

Please be courteous when answering the phone and address all callers with a smile and the following greeting, “Thank you for calling the Roanoke Valley Workforce Center, this is (your name) how may I help you.”

#### ***Break Room Procedures***

This is a shared break room among partners therefore please remove all perishable items that belong to you from the refrigerators in a timely manner and keep the area clean and tidy. All items placed in the refrigerator should be marked with your initials and dated to avoid confusion. Items left in the refrigerator for 2 weeks or more, or if develop a foul odor, will be discarded.

#### ***Center Management***

The center is managed through a collective effort of each partner. At an operational level, each managing member is responsible for the day-to-day operational issues that arise within the center. The staff of the Roanoke Valley Workforce Center will combine service functions as needed to perform quality service as envisioned by the Workforce Investment Act.

Each member of the management team has the role to provide operational oversight to the Center. Each member of the management team is responsible for operational management of their team, ensuring that services are being performed in accordance with the Partnership’s products and processes. Each member of the management team has the primary responsibility for ensuring the tools and strategies set forth by the Facilities Committee are implemented. Each member of the management team ensures all staff operate within the agreed upon policies and procedures to manage their onsite staff; with the agreed upon protocols for operations, customer interactions, and staff interactions, and operate in accordance with the WIB certification quality standards.

#### ***Hours of Operation***

The center is operational to the public from 8:30 am to 4:30 pm Monday, Tuesday, Thursday, Friday, and 9:00 am to 4:30 pm on Wednesday. The center will also be open to the public some evenings and on the weekends as deemed necessary to provide quality service. All staff may be asked to work non-traditional hours to meet the need for coverage during daily, nightly, and weekend hours. Flexibility to be able to be available to the customer during these times is appreciated.

The center is open 24/7 to staff; therefore, each staff member's work schedule will be set forth by their individual manager. The center policy will be applied in performance with any specific agency policies that govern work hours.

If the center needs to close due to inclement weather or natural disaster, customers will be notified through local media channels.

### ***Time and Attendance***

When conducting joint functions at the Roanoke Valley Workforce Center, all staff should notify their corresponding manager if there is a scheduled conflict or an unscheduled absence so a replacement can be located.

When conducting functions within the building that may not be considered "joint" (e.g. an agency specific meeting, appointments with customers enrolled in your specific program) all staff are required make the appropriate arrangements for their specific function.

Everyday absences or leave should be reported to your specific manager or designated personal.

### ***Customer Incident and Accident Reporting***

Each partner will be responsible for filing their own incident and Accident Report and notify the appropriate parties.

### ***Dress Code***

Each partner will be responsible for following their agencies dress code policy and will be deemed inappropriate by corresponding manager or center manager.

Please be respectful to other persons and not use strong perfumes, colognes and scented aerosol sprays. Please address with your manager to resolve any issues if a smell irritates you.

### *Solicitation*

No direct solicitation is allowed on property.

### *Media Policy*

Each partner will be responsible for following their agencies media policy and notifying the center manager of the Media's schedule.

### *Security Policy*

Building Management has arranged for security coverage who patrols the building area on a morning and evening schedule. Notify your immediate manager or center manager of any specific instances or concerns so that appropriate action can be taken.

In case of a disgruntled or aggressive client, please dial your manager, center manager or fellow coworker and use the code "Is Mr. Kaine in". They will then take immediate action to come join you and notify others of the concern and to be on standby.

Key FOBS will be used to access the building and employee entrances after normal business working hours.

Please use your judgment and when working late hours. Use the 'buddy system' and walk to your car together or have your cell phone handy in case you need to report an emergency.

As always in case of an immediate urgency **please dial 911.**