


State of California

Memorandum

Date : April 15, 2013

To : Human Resources Branch Staff

From : Trayce Gilkey, Branch Chief 
Human Resources Branch
Department of Fish and Wildlife

Subject : **Standard Operating Procedures**

The following items are really principles rather than strict policy. In addition to being communicated verbally in staff meetings and supervisory discussions, these items were established as formal guidelines in order to provide clarity and understanding regarding work performance expectations. With a periodic review of this guidance, we are confident that we can continue to provide effective and consistent services to our customers.

PUNCTUALITY

All staff are expected to arrive to work and leave at their scheduled time. If you are going to be late, you must notify your assigned supervisor at least 30 minutes prior to your scheduled start time. This will allow the supervisor to make arrangements for back up as necessary (i.e. scheduled meetings, critical assignments). Time lost due to late arrivals will be charged to appropriate leave credits or dock depending on the circumstances. Tardiness may be considered dock if you fail to inform your supervisor prior of your absence to your scheduled time. With the approval of the assigned supervisor, time lost may be made up the same day or within the same work week. However, making-up time should not occur on a regular basis.

ABSENCES

When reporting an absence, please call your assigned supervisor within 30 minutes of your start time. If your supervisor is not available, leave him/her a voice mail and/or email message unless you have received specific instructions otherwise. Every attempt must be made to talk to a live person at a supervisory level. An absence will be considered unexcused if you fail to inform your supervisor.

BREAKS/LUNCH

Breaks are limited to two 15 minute breaks per day for full-time staff and one 15 minute break for half-time staff. Breaks should not be taken within the first 30 minutes of your start time. Lunch is limited to 30 minute or 60 minute increments depending on your individual schedule. If you need to take a longer lunch, it must be approved in advance by your supervisor. Please note that rest periods may not be accumulated nor may they be used to "make-up" time. Smoking breaks are not in addition to your regular break times.

REQUESTS FOR TIME OFF

Requests to take time off must be approved in advance by your supervisor. Your supervisor has the discretion to deny the request for time off due to a business need. Planned use of appropriate leave credit for medical/dental appointments should be requested at least two days in advance.

REQUESTS FOR OVERTIME

Overtime must be approved in advance by the supervisor and Trayce Gilkey before overtime is worked.

SCHEDULED WORK HOURS

HRB's core work hours are 8:00 a.m. to 5:00 p.m. Setting start and end times outside of the core work hours is at the discretion of your supervisor provided it benefits business operations.

ALTERNATE WORK SCHEDULES AND REDUCED TIME SCHEDULES

If you are on a reduced work week schedule or an alternate work week (RDO) schedule, and are required to attend training, an important meeting or a project deadline requires you to work on your usual time off; arrangements must be made in advance with your supervisor to switch your day. You may change your RDO to another day within the same work week with your supervisor's approval.

PHONE CALLS/E-MAIL

Voice mail and e-mail should be checked for calls and messages at regular intervals. Calls and messages should be responded to within 24 hours, at least to say the message was received and you are researching an issue.

When you will be out of the office one full day or more:

- Change your voice mail message appropriately including the date you are expected to return to the office. Additionally, include an alternate contact name and telephone number should the caller's issue be urgent.
- For anticipated absences, use the Automatic Replies function in Outlook to send an automatic reply to those who send you email messages. Again, include an alternate contact name and telephone number. If you have the ability to perform this function from home for unanticipated absences, please do this as well.

OFFICE COMMUNICATIONS

Personal phone calls/text messaging should be kept to a minimum during your scheduled working time. Personal cell phones should be placed on silent or vibrate during your core working hours. Except in the case of extreme emergencies, work takes priority over personal issues during work hours. Long distance calls are permitted on a State phone for the purpose of conducting State business only.

COMPUTER / INTERNET USAGE

Computers and Internet connectivity are provided as tools for conducting State business. Using State equipment for non-work related activities is permitted during lunch and break times as long as it is in compliance with the Department's IT computer and internet guidelines. Personal use should not interfere with normal business operations.

COURTESY

You are expected to behave courteously and responsibly at all times. Remember that the image of an organization rests upon the behavior of the employees who represent it. You represent the State of California. It is important for you to make a positive impression on those you serve and your coworkers.

Your dress and appearance should be appropriate for the type of work you do. Your supervisor/manager will let you know if there are any special dress requirements, (i.e. giving presentations, attending hearings, special meetings, etc)

I appreciate your cooperation with these guidelines. Please direct any questions to your supervisor. Below is the contact information for HRB managers.

Trayce Gilkey, Branch Chief		Maria Luna, Manager – Exam Unit	
Office	654-4571	Office	651-6788
Cell	838-8978		
Terri Trim, Assistant Branch Chief		Georgia Rushton-Johnson, Manager – Classification & Pay Unit	
Office	653-4745	Office	653-9716
Cell	955-7706		
Lynetta Moses, Assistant Branch Chief		Phet Noyvong, Manager – Labor Relations	
Office	653-8834	Office	653-1033
Cell	204-7143	Cell	207-1467
Carol Smith, Manager - Training and Development		Glenda Ulmer, Manager – Equal Opportunity	
Office	928-8325	Office	653-9089
Cell	201-0262		
Cathy SooHoo, Manager – Transactions		Jose Beitia, Assistant Manager – Training and Development	
Office	653-9075	Office	928-8333
Cell	201-0561		
Ed Sullivan, Manager – Risk Management		Barbara Feickert, Supervisor - Transactions	
Office	653-3612	Office	651-8587
Cell	539-4055		