



**DEPARTMENT OF PUBLIC WORKS
ADMINISTRATIVE SERVICES DIVISION
DIVISION SPECIFIC WORK RULES**

The following work rules are specific to DPW-Administrative Services Division and in addition to the Department of Public Works Standardized Work Rules. Employees are expected to be familiar with and follow both sets of rules. Both sets of rules may not cover every situation that may conceivably arise. These rules may be modified from time to time. When this occurs, employees will be notified of the changes and will be expected to follow the amended rules.

These work rules are not intended to supplant City Ordinances, City Service laws and rules or existing labor contracts. They are intended to supplement these laws and rules, and if there is a conflict, the City Ordinances, City Service laws and rules or the labor contract will prevail.

I. NORMAL WORKDAY

1. **Working Hours** – Employees are expected to be at their work areas prepared for work at their starting time and to remain until quitting time. The Division may find it necessary to make occasional changes in work hours. Necessary changes will be arranged in advance (not less than 48 hours before the start of the workday). City business hours are 8 a.m. to 4:45 p.m.
2. **Attendance** – Regular and punctual attendance is expected and required of all employees.
3. **Break Periods** – Employees are allowed a fifteen-minute break period in the morning and a fifteen-minute break period in the afternoon. Breaks should be taken away from employee’s work area. Employees are not to leave the City Hall Complex during break periods.
4. **Lunch** – Employees are allowed a forty-five minute unpaid lunch from 12:00 noon to 12:45 p.m. except for section coverage as determined by the supervisor. Other exceptions to the lunch period are at the discretion of the section supervisor.
5. **Leaving the Work Area** – Employees shall notify their supervisor before leaving the work area. If the supervisor is not available, word must be left with a co-worker.
6. **Reporting Absences** – Daily work schedules are to be maintained, and therefore, it is important that supervisors are informed of absences. Regardless of the reason, employees shall give advance notice to a supervisor. Employees are to contact their immediate supervisor one (1) hour before their scheduled start time unless some other time is arranged and approved by management in advance. Reports of absence are required for each day of absence unless otherwise directed by the supervisor and will not be accepted from persons other than the employee themselves, except in emergencies. An employee has the option to either call, leave a voicemail or send a text message (as long as it is a cell phone that receives text messages. You cannot text a city desk phone number) to their manager regarding their absence.
7. **Work Assignments** – Employees are required to work in a safe, efficient, professional manner using their best efforts to complete assigned tasks. Employees may be assigned individually or as part of a team based on need as determined by the section supervisor.

8. **Work Limitations under FLSA Guidelines** - Employees nonexempt from the Federal Labor Standards Act should not be at their workstations prior to their starting time or following their quitting time. Lunch breaks should be taken away from employees' workstations. Work assignments should not be performed at home or away from the workstation unless approved by the supervisor. Office employees have the ability to earn overtime as pay or compensatory time. Upon the approval of the Section Head manager, employees have the ability to earn overtime as pay or compensatory time.

II. RULES OF CONDUCT

1. **Appearance** - Staff is expected to use good judgment in choosing their attire, taking into consideration their position, contact with our customers, and health and safety standards.

Clothing should be neat, clean and in good repair at all times, and should not create a safety hazard in the work environment. Employees are expected to present a professional image to clients, visitors, customers and the public at all times.

Personal cleanliness and good grooming habits must be observed.

Hair, including facial hair, should be clean and neatly trimmed or arranged.

Due to the sensitivity of some employees, wearing of fragrances (perfume, cologne, etc.) should be minimized.

Casual clothing and jeans can be worn at any time throughout the work week. Jeans must be one solid color and in good condition (no rips, tears, discoloration).

Fridays, or the last working day of the week prior to a holiday, are designated as an optional "MKE Day" for dress. Staff are able to wear t-shirts that include DPW and appropriate Milwaukee related logos, images, and words, as well as local sports attire. Clothing which may be appropriate for recreational, social, leisure time or "at home" activities is not necessarily suitable work attire. This includes, but may not be limited to evening attire, revealing attire, tanks or halter-tops, cut-off or worn-down t-shirts, shorts and sweat pants. Items of clothing with inappropriate messages on them are not considered appropriate for a business environment.

Staff are to not wear jeans or casual clothes if they are involved in meetings or customer interactions that would require professional or business casual professional attire. As a result, individual employees are responsible for using good judgement in choosing appropriate attire.

Management maintains full discretion to determine what is and what is not appropriate in consultation with human resources staff.

2. **Radios** – Radios shall be kept at a level as to not disturb other employees or the public. For reasons of safety and public image, employees are not to wear radio/stereo headphones or earphones during work hours.
3. **Telephone Usage** – Office and city issued cell phones are for business purposes. Occasional personal telephone calls may be necessary. Such calls should be kept to a minimum and their duration should be limited. This includes calls on personal cell phones. Ringers on personal cell phones should be set to vibrate. There should be no expectation of privacy when taking personal phone calls at employee's work station. Phone calls of highly personal nature should be taken away from the work area during breaks or lunch.
4. **Noise Levels** – Due to the close proximity of assigned work areas, when performing work tasks, conversing on the phone, and conversing with co-workers, noise will be kept at a reasonable level as to not disturb other employees. Non-work related conversations should be limited in duration, or held away

from the work area during breaks or lunch. Conversation across cubicle walls should be kept to a minimum.