

**Area 12/OMJWC**

**One-Stop  
Operations Manual  
For Partner Staff**

Revised April, 2015

## **INTRODUCTION**

The mission of the Area 12/OMJWC one-stop system is to provide an educated and highly qualified workforce that meets the current and future needs of employers.

The vision of the Area 12/OMJWC one-stop system is as follows:

- Promote individual responsibility
- Provide easy access to the system
- Promote synergy of resources
- Measure results in a result focused manner
- Focus on cost benefit
- Look to best practices
- Remove barriers to make ideas work
- Commit to keeping business involved
- Anticipate the future

## **Welcome**

An interesting and challenging experience awaits you in your work assignment to the Butler, Clermont or Warren One-Stop locations in the Area 12/OMJWC one-stop system. To assist you in this assignment, the following One-Stop Operations Manual has been developed.. Please read this manual and retain it for future reference. Please note that these policies are intended to complement, not replace, your employer's personnel policies and/or operational procedures. You remain fully in the employment of your current employer. However, the one-stop site managers will assist in coordinating your activities while you are a part of the Area 12/OMJWC one-stop system.

In your assignment, you are representing the Area 12/OMJWC one-stop system as well as your employer. It is imperative for you to provide outstanding customer service to all of the system's customers. Therefore, it is very important that you know and understand the One-Stop Operations Manual. The Manual was established to afford the One-Stop a seamless, coordinated, and consistent system of One-Stop staff's behavior. The One-Stop Operations Manual does not represent an employment contract between the One-Stop and you or your organization.

Periodically, you may receive updated information concerning changes in policy. Should you have any questions regarding policies, please ask the One-Stop site managers for assistance. Remember, in accepting your assignment as part of the Area 12/OMJWC one-stop system, you accept the responsibility to know, respect, and follow the policies and procedures in this One-Stop Operations Manual.

## **Supervision/Responsibilities**

### **Functional Supervision:**

The One-Stop site manager is responsible for the functional supervision of all One-Stop staff located at the Butler, Clermont, or Warren One-Stop locations. This form of supervision will require close and ongoing communications with the agency supervisor who may not be located at the One-Stop. The purpose of the functional supervision is to assure that all One-Stop activities and functions are coordinated with those of other agencies located in the One-Stop and to give daily direction to all One-Stop staff.

### **Responsibilities of the One-Stop Site Manager**

- Assure that training is provided to all One-Stop staff in the use of office equipment including, but not limited to, the telephone system, software applications, computers, fax machines, and other required office equipment
- Assure that training is provided on the content of the Area 12/OMJWC one-stop Manual
- Establish a clear understanding of the role of the Partner staff within the overall operation of the One-Stop centers
- Chair Partner meetings
- Develop a monthly schedule for Resource Room assignments (unless already developed by the local OES supervisor)
- Contact the Agency supervisor if notification of staff absence is not received

### **Responsibility of Agency Supervisor:**

- Assure that training is provided to the One-Stop Site Manager on Agency policies and procedures as related to staff located at the One-Stop.
- Establish procedures for communicating with the One-Stop site managers items such as vacation scheduled, call-in absences, and other circumstances that will impact service delivery in the One-Stop Centers
- Take any personnel action that may be necessary regarding performance or behavior of Agency staff
- Make or modify One-Stop staff work assignments.

- Agency supervisors should coordinate with the One-Stop site managers for approval of staff member's leave time
- Attend Partner Meetings

*Please note that it will be the responsibility of the One-Stop site manager and Agency Supervisor to resolve any issues that arise.*

### **Responsibility of On-Site Staff**

- Provide services detailed on the Partner Responsibility Worksheet
- Staff members are expected at all times to conduct themselves professionally and in a positive manner that will promote the best interest of the One-Stops
- Maintain confidentiality of One-Stop customer information. Information designated as confidential is not to be discussed with anyone outside the organization, and only discussed within the organization on a "need to know" basis. In addition, One-Stop staff members have a responsibility to avoid unnecessary disclosure of non-confidential internal information about the organization, its partners, its customers, and/or its service providers
- Attend One-Stop staff meetings.
- Coordinate, communicate, and cooperate with other One-Stop staff
- Provide notice of absence to One-Stop site manager and Agency supervisor. For unscheduled absences, such as being sick, staff shall telephone the One-Stop site manager by 8:30 a.m. of the same workday.
- Provide notice of scheduled absences (family care, employer holiday, jury duty, military leave, and annual leave) to One-Stop site manager and Agency supervisor with 10 working days advance notice, whenever possible.
- Report at One-Stop punctually and work all scheduled hours. Excessive tardiness and/or poor attendance may result in corrective action in consultation with Agency supervisor.

### **Work Schedule**

Hours of operation are from 8:00 a.m. to 5 p.m. Monday thru Friday, with staff normally working during this time period. The One-Stop site manager may make adjustments in work time and/or lunch schedules depending upon customer's needs, varying work loads, changing priorities, and the operational requirements of the office.

## **HOLIDAYS**

In general, the following holidays are observed by the Area 12OMJWC one-stop system (schedule subject to change):

- New Years Eve
- New Year's Day
- Martin Luther King, Jr. Day
- Presidents' Day
- Memorial Day
- Independence Day
- Labor Day
- Veterans Day
- Thanksgiving Day
- Friday after Thanksgiving
- Christmas Eve
- Christmas Day

Holidays that occur on a Saturday will be observed on the preceding Friday. Holidays that occur on a Sunday will be observed on the following Monday.

If an Agency does not recognize one or more of these holidays, then it is the responsibility of the staff member to report to work at a location designated by his/her employer. If an Agency observes a holiday that is not observed by the One-Stop centers, then the Agency should make the One-Stop site manager aware of this fact.

The One-Stop Centers will close for snow only if the Boards of Commissioners declare the County offices closed.

## **Communication System**

One stop staff should not use the One-Stop communication services and equipment for personal purposes except in emergencies or when extenuating circumstances warrant it. Extended personal calls are not acceptable.

## **Correspondence, Inquiries and Meetings**

All correspondence sent out of the office which deals with a recommendation of the One Stop, or with an item of significant concern to the One-Stop, shall be submitted in draft form to the One-Stop site manager for approval prior to release.

All media inquiries should be referred to the One-Stop site manager. The One-Stop manager will also handle all inquiries from the public, public officials and/or the OMJWC Investment Board for written information, data reports, or records prepared by the organization.

One-Stop staff members shall not attend meetings in connection with the One-Stop or speak as a One-Stop representative unless so authorized by the One-Stop site manager. It is extremely important that staff do not mislead the public, public officials, OMJWC Investment Board members or agencies operating Workforce Investment Act Programs by stating personal opinions that could be construed as organization policy. Such misinformation communicated by personal statements may be grounds for immediate prohibition from assignment at the One-Stop centers.

## **Customer Relations**

All One-Stop staff shall treat customers in a courteous, professional, and respectful manner at all times. Treat the customer as you would like to be treated.

*One-Stop staff shall understand that the customer comes first and is the primary reason for the organization's existence. All One-Stop staff members have an obligation to represent the One-Stop in a positive, professional manner and make customers feel as comfortable as possible.*

One-Stop staff with customer contact are expected to know the One-Stop's services and to respond to the customer's needs. The One-Stop staff should attempt to educate customers about the services available at the One-Stop and should seek new ways to better serve the customer.

One-Stop staff members are encouraged to report recurring customer-related problems to the One-Stop manager and to make suggestions for changes in organization policies or operating procedures to help solve problems. One-Stop staff should be prepared to listen carefully to customer inquiries and complaints and then deal with them in a responsive, professional manner. If a controversy arises, the One-Stop staff member should attempt to explain organization policy in a clear, yet courteous manner. If a customer becomes unreasonable, abusive, or harassing and the One-Stop staff member cannot resolve the problem, the customer should be referred to the One-Stop site manager.

One-Stop staff members should be particularly respectful and thoughtful when using the telephone. A positive telephone contact with a customer can enhance relations, while a negative experience can destroy a valuable relationship. Voice mail messages should be returned within the same day if at all possible.

## **Resource Room Procedures**

- Greet each person that reports to the Resource Room in a cordial and respectful manner. Ask how you can be of help. Learn their needs and let them know what is available at the One-Stop Centers, including information about the on-site classes.
- Be certain everyone who uses the Resource Room signs-in. or logs into G\*Star.

- Have first time customers fill out the initial registration form and check the back of the form to see if there are any additional services that the customers are interested in.
- Assist customers in registering and accessing information on the-OMJ job bank. Explain how the system works.
- Try to refer customers to at least one job when they come in. Tell them of the employer applications that are available.
- Help the customers on the computers; let them know there is a One-Stop staff person available to help them.
- Circulate among the customers to see if they need help. Some customers are not comfortable approaching the desk.
- Provide customers with employment web site listings and other information that may be beneficial in addressing their needs.
- Help the employers who come in the One-Stop to recruit. Also help employers with job orders.
- Help the customers with any equipment and/or other One-Stop resources
- Call other staff members if it gets busy in the Resource Room.
- Personal phone calls and discussions of a personal nature should not be conducted in the hearing range of a customer. Discussing another customer in the hearing range of other customers is also not acceptable. All customers should be made to feel important and not be made uncomfortable.

## **Dress**

One-Stop staff members are expected at all times to present a clean, professional image to customers and the public. Radical departures from conventional dress or personal grooming and hygiene standards are prohibited. Each One-Stop site manager is responsible for maintaining an appropriate dress policy.

## **Drugs, Narcotics and Alcohol**

One-Stop staff members are prohibited from the use, sale, dispensing, distribution, possession, or manufacture of illegal drugs and narcotics or alcoholic beverages on One-Stop center premises.

## **Productive Work Environment**

The Area 12/OMJWC one-stop system promotes a productive work environment and does not tolerate verbal or physical conduct by any staff member who harasses, disrupts, or interferes with another's work performance or which creates an intimidating, offensive, or hostile environment for One-Stop staff and/or the One-Stop's customers.

## **Safety and Health**

The One-Stop centers comply with all applicable federal, state, and local safety and health regulations to provide an environment as free as practicable from recognized hazards. Staff members are expected to comply with all safety and health requirements, whether established by the organization or by federal, state, or local law.

One-Stop staff members are responsible for the following:

- Familiarizing themselves with all safety and health procedures relevant to their work area
- Identify conditions that are recognized as unsafe
- Reporting accidents and injuries to the One-Stop site manager
- Ensuring that any injured One-Stop staff member or customer is referred to appropriate medical care
- Submitting suggestions concerning health and safety matters, when appropriate, to the One-Stop site manager

## **Security**

The One-Stop Centers will make reasonable efforts to provide for the security of its property, its One-Stop staff members and authorized visitors to the premises. The One-Stop staff members receiving keys must sign for any keys that are issued in Clermont and Warren Counties. When the One-Stop staff member leaves, the key must be returned to the One-Stop site manager. Keys are not assignable to other One-Stop staff members, partner agencies, customers, family members, visitors, etc. These keys are the property of the organization and must be returned upon the request of the One-Stop site manager. One-Stop staff members are responsible for the care and return of all organization property and equipment assigned to their possession. The organization assumes no responsibility for loss, damage or theft of personal property. Each One-Stop site manager is responsible for maintaining any additional security policies at each One-Stop location.

## **Smoking**

To maintain a safe and comfortable working environment and to secure compliance with applicable local ordinances, smoking is prohibited in the One-Stop Centers. There is a designated smoking area outside the facility.

## **One-Stop Operations Manual Sign-Off**

Name \_\_\_\_\_ Title \_\_\_\_\_

Agency Name \_\_\_\_\_

As a One-Stop staff member at the OMJWC of Butler County, OMJWC of Clermont County, or OMJWC of Warren County one-stop centers, I have read and understand the contents of the One-Stop Operations Manual.

Signed \_\_\_\_\_ Date \_\_\_\_\_