

# **Unemployment Insurance Contact Center Work Rules / Policies**

**Directive: 100-01-12**

## **Mission Statement**

KDOL serves Kansas workers and businesses by providing fair and efficient administration of state labor laws.

## **Vision**

We envision a Kansas where diverse people of wide ranging talents and vital enterprises prosper in a resource rich state.

## **Agency Philosophy and Values**

We are committed to providing quality, accessible and responsive services to all Kansans. Our work is characterized by:

- Politeness and common courtesy
- Dignity, respect and cultural sensitivity for each other and for those we serve
- Stewardship of public resources
- Integrity and ethics in every aspect of our work
- An emphasis on quality and accountability
- Sound public policy
- Clear communication
- Collaborative partnerships
- Cost effectiveness

## Objective

Work rules and polices contained herein will ensure program integrity, consistency and continuous improvement throughout the Contact Center. This document will establish the policies and procedures that will be utilized to evaluate performance and identify training needs.

## Standards of Conduct

All KDOL staff is required to comply with agency policies and directives. Employees are also expected to meet standard requirements as outlined in the KDOL performance review.

- Employees are expected to perform their work satisfactorily and to maintain high standards of conduct.
- Privileged and confidential information must not be shared with others not authorized to receive such information. Employees who violate confidentiality are subject to disciplinary action which could include termination and possible legal ramifications.
- Contact Center personnel may not under any circumstance process, view or adjudicate claims for someone that they know. These types of calls must be transferred to a supervisor for handling. All adjudication for KDOL current and former employees must be sent directly to the Contact Center Manager for handling. Violations will result in disciplinary action up to and including termination.
- Contact Center staff is not allowed to conduct random queries associated with other staff members backlog or completed tasks. Conducting such queries prevents a well balanced work environment and creates additional unnecessary work for supervisors and staff. Violations will result in disciplinary action up to and including termination.
- Telephone calls should be handled in a prompt and courteous manner and CSR telephone lines must be kept clear for business calls. The use of Contact Center telephone services should be limited to official business only. Personal long distance calls and other such calls that would result in charges to the agency are prohibited. All personal non-emergency calls are to take place during break or lunch times. To ensure privacy for personal or emergency calls, telephones are available for use on lines that will not be monitored. These are located in the Supervisor work room and outside the main restrooms, located on the first floor.

## Cell Phone Usage

- Cell phones will be on silent or turned off during work time.
- Bluetooth devices are not allowed during work hours.
- If you have a special circumstance that requires you to respond to a call during the day, talk with your supervisor to make those arrangements.
- Under no circumstances should an employee respond to a social networking site during work time.

## Attendance

- Each employee is expected to adhere to his or her work schedule. If the employee is unable to report to work as scheduled for any reason, the employee should notify the supervisor on your respective team call in card prior to the start of your shift. This contact must be by telephone. It is not sufficient to text, leave a message with a co-worker or make contact via e-mail, nor should the notification be made by a friend or family member except under extreme situations. Such notification should be made as far in advance as possible. Failure to give the appropriate notification may result in disciplinary action, up to and including termination.
- All employees are expected to be at their workstation and ready to begin work at the beginning of their shift and work through the end of the scheduled work day. This includes having your computer on, logged in and in available status at the start of your shift.
- Employees are encouraged to maintain sufficient leave balances and manage leave appropriately. Excessive use of leave has a detrimental impact on the Contact Center and Contact Center morale while having a negative impact on the individual's work performance.
- Employees exceeding allotted personal aux time of 14 minutes per day will be required to use personal leave time. Personal aux time is not to be considered an additional allotted break and should be utilized as needed.
- Employees may not forego breaks to accumulate extra time off.

## Tardiness

- If the need arises that you will not report to work on time, you must notify the supervisor on your respective team call in card prior to the start of your shift.
- In order to make up time missed from a scheduled work day, you must have authorization from your supervisor.

## Leave

- All leave should be scheduled as far in advance as possible. Employees are expected to cooperate fully with their supervisor to ensure that adequate staff is present to meet workload demands.
- Leave must be used for all time off.
- Vacation leave will be granted by the team supervisor based on the needs of the Contact Center.

## Leave Without Pay

- If you go into a leave without pay status, it could result in disciplinary action, up to and including termination.

## Dress Code

Due to the type of work that is handled here at Eastman, our dress code does vary from other KDOL buildings.

The following types of clothing are **not** allowed in the workplace:

- Sweat pants with elastic around the ankle.
- Leggings and any spandex or other form fitting pants. (Such as people wear for biking/exercise) Unless the leggings/spandex are worn under a skirt, dress or shirt that covers your derriere.
- Pajama pants or pants that look like they could be pajama/lounge pants.
- Halter tops/muscle shirts/tank tops – unless your shoulders are covered up.
- Spaghetti straps/strapless tops or dresses – unless your shoulders are covered up.
- Mini-skirts or Mini dresses.
- Shorts, Bermuda Shorts or Skorts.
- Midriff tops.
- Jeans that are badly worn or that have holes in them.
- T-Shirts or Sweat shirts that have:
  - ❖ Offensive/discriminatory saying and or logos.
  - ❖ Logos with beer/alcohol and or cigarettes.

These guidelines are not all inclusive and other clothing choices, such as extremely short mini-skirts, could result in the employee being asked to go home and change. It is advisable to dress in layers as the temperature does fluctuate throughout the building.

## Performance Requirements

- All employees are expected to be active team members. Employees should be committed to provide quality, accessible and responsive services to all Kansans. It takes a team to accomplish this goal.
- Employees are required to create a well balanced work environment and treat all co-workers, supervisors and managers with dignity and respect.
- Employees should not access the Internet at their workstations except for business purposes. Internet access for personal use during work time is prohibited, (unless on break or lunch) and will result in disciplinary action up to and including termination.
- Federal benefit time lapse and quality measurements for accuracy are a contact center requirement. All employees and their work products contribute to our ability to meet federal standards. All employees are required to meet quality standards for their work products.

# Memorandum of Understanding

By executing this memorandum of understanding as evidenced by the signatures set for below, all parties certify that they have received a copy of the KDOL UI Contact Center Work Rules / Policies. The parties agree to participate in and fully support all of the work rules / policies set forth therein without reservation.

By: \_\_\_\_\_  
(Type or printed name of Employee)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Signature) Date: \_\_\_\_\_

Contact Center Team Supervisor

By: \_\_\_\_\_  
(Type or printed name of Signature)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Signature) Date: \_\_\_\_\_

Manager

By: \_\_\_\_\_  
(Type or printed name of Employee)

\_\_\_\_\_  
(Title)

\_\_\_\_\_  
(Signature) Date: \_\_\_\_\_