

 <p>Category: Information Technology</p> <p>Applicable for: Technology Services Staff</p>	<p><i>Procedure/Guideline Title:</i></p> <p>Department Operating Procedures</p> <p>Effective Date: 01.01.2009</p> <p>Prior Effective Date:</p> <p>Enabling Act:</p>	<p><i>Number:</i></p> <p>034.TS.201</p> <p>Owner: Assistant Dean, Facilities and Technology Services</p> <p>Responsible Office(s): Technology Services</p>
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Work Hours

Our established core business hours are 8:00am – 5:00pm, Monday - Friday. Unless otherwise arranged with your direct supervisor, you are expected to be at work on time and ready to start your day by 8:00am.

Overtime Hours

As a general rule, our team members are seldom required to work overtime hours. However, if you are working on a critical problem that carries your work time beyond 5:00pm, you are called upon on a weekend to respond to a critical problem or you are behind on a major project you would be expected to respond accordingly based on your position classification.

Unclassified Exempt Employees:

As a professional employee you are expected to join your co-workers in rectifying an emergency situation or respond to a critical need when called upon.

Non Exempt (Hourly) Employees:

All overtime must be approved by your supervisor in advance. You are expected to discuss this with your supervisor if you believe an overtime situation may or will occur due to a critical project need or emergency situation.

Overtime Pay

Unclassified Exempt Employees:

You are not paid for any overtime hours worked. However, good management practices would dictate that your manager should consider the overtime situation and work with you to possibly “give back” time spent after hours, within reason. You will not be given back hours on a one-for-one basis however.

Non Exempt (Hourly) Employees:

All overtime must be approved by your supervisor in advance.

Any overtime hours worked are to be paid to the employee per the guidelines of the 2016 Fair Labor Standards Act. Overtime pay is 1.5 times regular base hourly rate for all hours in active

pay status in excess of 40 hours in a single week. Compensatory time may be earned by non-exempt employees in lieu of overtime pay for all hours per week in excess of 40 hours in active pay status

Employees may visit the University FLSA website for detailed information.

<http://www.uc.edu/hr/compensation-department/flsa.html>

Dress Code

The University subscribes to a traditional business attire dress policy for most of the year. See Human Resources [Policy 3.5.1](#) for details and time frames. This policy allows for local departments to establish further guidelines on what is/is not appropriate for their team's work environment.

UC Clermont allows for a business casual dress environment year round. Appropriate attire includes, but is not limited to; dress pants, khakis/chinos/cotton slacks, dress shirts/blouses, golf style shirts, dresses, sweaters or sweater vests. Shoes may include dress shoes, business appropriate sandals* and open toed shoes for ladies, loafers, and closed toed casual shoes.

*Sandals are acceptable for ladies as long as the day's activities do not require physical activities where feet should be protected.

The following items are NOT acceptable attire: Halter tops, sheer tops, tube tops, tank tops, athletic/jersey hoodies, non-UC Clermont/UC t-shirts or sweatshirts, jeans, shorts, leggings, spandex, bib overalls, beachwear, workout clothes, sneakers, flip-flops, thong shoes and slippers.

UC Clermont or UC logo attire is acceptable as long as it conforms to the above guidelines. Fridays are often UC Clermont logo days on campus and you are encouraged to proudly wear your campus apparel that day.

Exceptions: During the summer months you may be called upon to work on a project that requires you to work in a "dirty" environment, such as pulling cable or installing equipment. You must talk with your manager ahead of time, but jeans and nice t-shirts will be acceptable for short periods during these projects.

Questions regarding work attire should be directed to your direct supervisor.

Remember – You represent not only yourself as a business professional but the entire department by what you wear, do and say while on the job. Make a good impression!

Cell Phone

Because our team members are occasionally called upon to support instructional systems in the evening and weekends, you are expected to provide your manager with your personal cell phone number. The University does not provide our employees with a "work" phone paid for by UC. Your manager will contact you in the event that your help is needed after hours.

During work hours you may be provided with a two-way communication device to communicate with your peers on campus. We use this tool to facilitate response times and communication with the Campus Support Center, our team members and Facility Services. This is the preferred method of communication as it reaches the largest number of team members.

You may find, however, that it is more convenient and efficient to use your personal smartphone to text or communicate with team members. This is not required, given that you can be issued a two-way communication device if you prefer, but it is an acceptable way to communicate during work hours.

Support for Special Events

The college does sponsor events throughout the academic year that require our team members to be on campus for technical support. These do not occur often, but do offer a good opportunity for visitors to come to our campus that might otherwise not know about us. If you are asked to assist with one of these evening or weekend events, your manager will talk with you well in advance of the event.

For Exempt Employees arrangements will be made to adjust your regular work schedule that week to accommodate the extra hours or they may choose to “give you those hours back” at a later time. This is something that should be worked out between you and your manager.

For Non Exempt (Hourly) Employees all overtime rules per the 2016 Fair Labor Standards Act apply to any special event overtime worked. Your supervisor will discuss this with you prior to the event date to ensure adherence to FLSA policies.

Rotating Work Locations

Your primary support arena will be the UC Clermont campus. Our team does provide full time support for the UC East campus as well. Due to the fact that our vacant support position at UC East is currently not being replaced there will be occasions when you will be called upon to travel to that campus for support assistance. You may be required to make a single help call run and return and there may also be occasions where you are required to spend a day or more on-site to provide assistance.

Travel Reimbursement

In your support and professional role with the team you may be called upon, or choose, to drive your personal vehicle to off campus locations. This could occur for many reasons such as providing technical support, attending meetings at other UC campuses or locations in the city, going to retailers to make purchases, etc. You will be reimbursed for this travel at the standard per mileage rate published by the University. You will be required to enter and request reimbursement yourself online via Concur. A travel log to include date, distance and reason for travel is a required attachment for reimbursement. The college requires that you submit these for reimbursement monthly, regardless of amount.

Employees may visit the University Financial and Administrative policy if you have questions. https://www.uc.edu/content/dam/uc/af/financialpolicies/Docs/travelexp_pol.pdf

Office/Work Space

The college will provide you with an office on campus which initially will include the following items; desk, office chair, lateral file cabinet and desktop computer. Any special needs you may have for your office should be discussed with your manager. They are encouraged to provide you with what you need to help you be most effective in your position. As long as budget funds are available and the request adheres to University standards they will do their best to accommodate your requests.

Any specialty furniture requirements you have due to physical constraints will be addressed. These items do require a written statement from your doctor. These ergonomic requests go through your manager directly to UC Environmental Health and Safety for review and recommendation. The college is prepared to make your work space comfortable, safe and effective for you.

Safety/Security

While not required by the University, you are strongly encouraged to wear and display your UC photo ID everyday while you are in the workplace. Due to the size of our campus, not every employee will know who you are by sight. Your UC badge clearly and quickly identifies you as someone who belongs on our campus.

You should always lock your office door when you are not there. Never leave your office open and unattended. Because of the nature of your job, you will always have items in your office that are valuable to some other person. Don't make it easy for them to take personal or University property. Lock your door!

Please use your electronic key card on our campus whenever possible. You will be given a campus master key for access to offices and storage spaces. Your key card will provide you with access to classrooms and labs. All access via the card readers is logged and tracked.

Training

Training is an important part of helping you maintain your skill set and provide you with opportunities to grow. Each year funds are requested for our department operating budget to allow several team members to go to training both locally and outside the city. This may include educational technology conferences such as EDUCAUSE, technical events such as Microsoft's TechEd, Educomm/UBTECH or specialty software training. Your manager will oversee the rotation of training funds and make decisions on which team members are assigned each year for training. You should take the initiative to talk with your manager each year to share your thoughts on what you would like to do for training and where that would occur. Training funds are not guaranteed each year via the operating budget, but your management team pushes hard to

try and secure funding every year to keep our team members up to speed on the industry and educational technology.

Vacation/Time Off

Effective Monday, May 23, 2005, the department utilized the University's Human Resources policies and procedures regarding time off from work. This is in an effort to reduce/eliminate any concerns regarding fair vs. unfair practices of approving time off requests.

All requests for time off in excess of one (1) day must be submitted via UCFLEX at least 30 days in advance of the first date of vacation time. You will receive a response to your request within one week.

All requests for time off of one (1) day must be submitted via UCFLEX at least two (2) weeks in advance of the requested date of vacation time. You will receive a respond to your request within two days.

Last minute requests for time off will be considered but only for use in an **Emergency** or **"Extenuating"** situation. A few examples of this include;

- Personal or family illness/injury/death
- Emergency related to an individual's home or residence
- Educational or transportation issues related to your child(ren).

This list is not all inclusive, but requests in this category should truly be an emergency or extenuating in nature, not personal convenience. **Failure to pre-schedule time off for a personal event or appointment does not constitute a personal emergency and will not be considered for approval.** In all emergency or extenuating situations the employee will be required to utilize vacation or sick time as appropriate for the time missed.

In considering your time-off requests, we will evaluate our operational needs and the staffing requirements of our department before making a decision. Vacation requests will not be considered during our peak work period beginning August 1 of each year and ending with the start of school in late August.

For details on the University policies around time off from work you can visit the Human Resources website or directly view the official policy.

<http://www.uc.edu/hr>

http://www.uc.edu/content/dam/uc/trustees/docs/rules_30/30-31-28.pdf

History

Updated 08.10.2018 Reviewed by UC Employee Labor Relations

I have read and understand the Department Operating Procedures as outlined above.

Employee Signature

Date