

OFFICE ETIQUETTE

First and foremost, you are employed in a professional setting and you may also be located in a federal building, and should conduct yourself accordingly.

- Be on time for your job
- Wear appropriate attire, follow the dress code if one is in place
- Be respectful and courteous always, you are the face of the district
- Respect the confidentiality of your business and producer's information
- Listen to customers in person and on the phone and communicate clearly
- Follow up on messages, emails and voicemail as soon as possible
- When leaving messages identify yourself, your organization, brief message & call back number, speak clear and concise
- Familiarize yourself with the remaining staff schedule, via white board or outlook calendar
- Develop a good rapport with your board members and partner agencies
- Get to know producer names and address them as such
- Take responsibility for yourself and your actions
- Familiarize yourself with the information available in your office
- Cell phones should be on "silent", no obnoxious ring tones
- Keep your work area tidy and organized
- Breakrooms are for everyone, be courteous, clean up after yourself, don't leave science projects in the fridge and be conscious of what you bring (ie. smells that linger)
- Keep your personal life in check while at work (phone calls etc)
- Social media – be careful "friending" producers, co-workers and supervisors, once it is out there, it is out there!
- If you are sick, stay home, sharing is not caring
- Be tolerant, working with several individuals also means several different personalities
- Be aware of what you include in your email correspondence (ie gossip and harsh words)
- Newsletters should be void of political or personal opinions, information only
- Work as a team