



## Telework Procedure

### Change Control

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### Purpose

To allow a telework option for those positions and employees whose work assignments can be completed at an alternate work location.

The ability to telework plays a major role in the quality of life for our employees and their families; however, guidelines are necessary to maintain consistency in the workplace and contribute to the business needs of the department and the City of Round Rock. The Human Resources Department supports telework options that meet the needs of the employee, as well as the needs of the department and the City of Round Rock.

This program is a benefit to City employees, and the City of Round Rock reserves the right to cancel the program at any time for any reason.

### Eligibility

Employees must meet the requirements listed below to be eligible to participate:

- Full-time or Part-time regular position
- Exempt status (ineligible for overtime)
- Successfully completed six (6) month probationary period
- Current Performance Evaluation rating of meeting or exceeding expectations
- Not currently on a Performance Improvement Plan

### Policy

A successful telework program will:

- Establish an alternate work location schedule
- Provide remote access to work computers and telephones
- Maintain teamwork within the department

- Maintain quality customer service
- Provide the employee an opportunity to enhance work/life balance

A telework schedule requires a level of commitment from both the employee and their immediate supervisor. All telework requests will be recommended by the immediate supervisor or manager with the approval of the department Director/Assistant Director. No employee will be permitted to telework prior to the telework request being approved by the department Director/Assistant Director.

The City of Round Rock considers telework an alternative work schedule option. If an employee has already chosen an alternate work schedule option, they will not be eligible to telework. **For example, if an employee works a 4-day 10-hour schedule, then they are not eligible to telework.**

The department Director/Assistant Director must approve the schedule agreed upon by the employee and their immediate supervisor. Before approving the telework request, the supervisor must be assured of the following:

- The level and quality of customer service will not be negatively impacted
- Resources will be used efficiently and effectively
- A high quality of work will be maintained, and deadlines continue to be met
- Schedules coordinate with services provided to internal and external customers
- Schedules coordinate with and do not negatively impact other City departments
- Employee does not become isolated and a high level of team interaction is maintained

**Telework Schedule** – Employees will be allowed to telework up to two (2) days each week from an alternate work site instead of commuting to the central workplace. The employee is expected to complete the same hours of work that their current schedule requires. Employees must work between the hours of 7 a.m. to 6 p.m. on the day they telework. Employees are expected to forward their work phone to their home or cell phone, so they are easily accessible by customers.

- Telework schedules are at the discretion of the supervisor, and must be approved in advance by the department Director/Assistant Director
- In the case of weeks where a holiday or multiple holidays fall, no telework days will occur that week
- Employees must be in the office at least three (3) days per week. If an employee requests a day of paid or unpaid leave no telework day will occur during that week
- An employee's chosen telework day can only be alternated for another day on a case-by-case basis with supervisor approval. If the employee frequently requests for an alternate day to telework, the supervisor must have them complete a new telework request with a revised schedule

In certain circumstances, employees may be allowed to telework more than two (2) days each week with the approval of the City Manager or her designee.

### **Roles and Responsibilities**

#### **Department Managers –**

- Monitoring the quality of work and make adjustments that are in the best interest of productivity
- Coordinate schedules with the needs of internal and external customers
- Coordinate schedules effectively with other City departments

- Provide necessary means of communication between employees and supervisors
- Provide the necessary technology or equipment needed by the employee to perform their job function
- Provide for adequate supervision and support for employees who telework
- Ensure that criteria for work schedule decisions are consistently applied to employees in similar circumstances
- Avoid additional hiring or operating cost
- Ensure adequate department and divisional coverage is maintained

### **Employees –**

- Receiving proper approval before starting a telework schedule
- Abiding by all City of Round Rock standards and policies as defined in the Human Resources Policies and Procedures manual
- Providing a residential high-speed internet connection, at his/her cost, to facilitate remote connectivity to the workplace
- Connectivity problems from the remote work location will require the employee to report to the office until the issue is resolved and connectivity is restored
- Must respond to all emails, phone calls, and electronic messaging\IM\chat messages promptly
- Must attend in office meetings as required, regardless, of the telework status
- Remain in close communication with managers and other staff members

### **Procedure to request a telework schedule**

The established process for requesting and receiving approval to telework is as follows:

- Employee fills out and signs the “Request to Telework” form
- Manager/Supervisor reviews and signs the request
- Director/Assistant Director review and provide approval signatures
- Signed form is sent to HR to place in employee file
- Manager/Supervisor provides a copy to employee

### **Prohibitions**

Telework privileges may be taken away at the department Director’s discretion for any reason including:

- Failure to properly manage work schedule and adhere to designated scheduled work hours
- Not responding to emails, phone calls and electronic messaging\IM\chat messages in a timely manner
- Changing meeting schedules to accommodate a telework schedule
- Failure to meet deadlines or provide customer service
- Violations of any City policies and/or IT security policies, standards, and procedures

