

HOUSTON INDEPENDENT SCHOOL DISTRICT

2022–2023

EMPLOYEE HANDBOOK

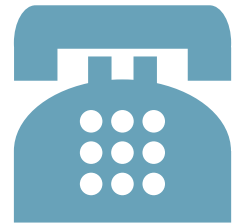
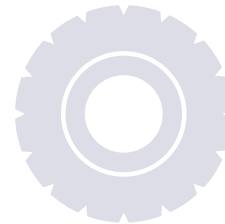
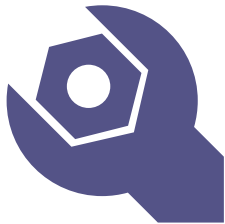
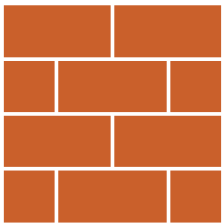




HOUSTON INDEPENDENT SCHOOL DISTRICT

2022-2023

EMPLOYEE HANDBOOK





**Business Operations Team:**

Welcome to the Houston Independent School District's Business Operations Division. With more than 6,000 employees, we are the largest division in HISD and serve as the backbone of the district.

Our bus drivers and crossing guards are often the first people students see in the morning and the last they see before arriving at home. Our cafeteria workers make sure students have access to healthy food that fuels their learning. Our custodians and construction crews make sure students have new, clean, safe spaces where they can learn.

We help lay the foundation for student success, and every employee contributes directly to that effort. We keep a sharp focus on students and supporting them is at the heart of everything we do.

As you embark upon the 2022-2023 school year, please carefully review this Employee Handbook and use it as a reference manual. It outlines official policies, practices, and procedures for Business Operations and its affiliated departments.

While this handbook does not constitute an employment contract between any employee and HISD, it does contain important information that is crucial to your success as a highly efficient and effective employee.

I'm glad to have you on the team and am eager to see what we will all accomplish together this year in support of the students of HISD.

Regards,

Wanda Paul

Chief Operating Officer





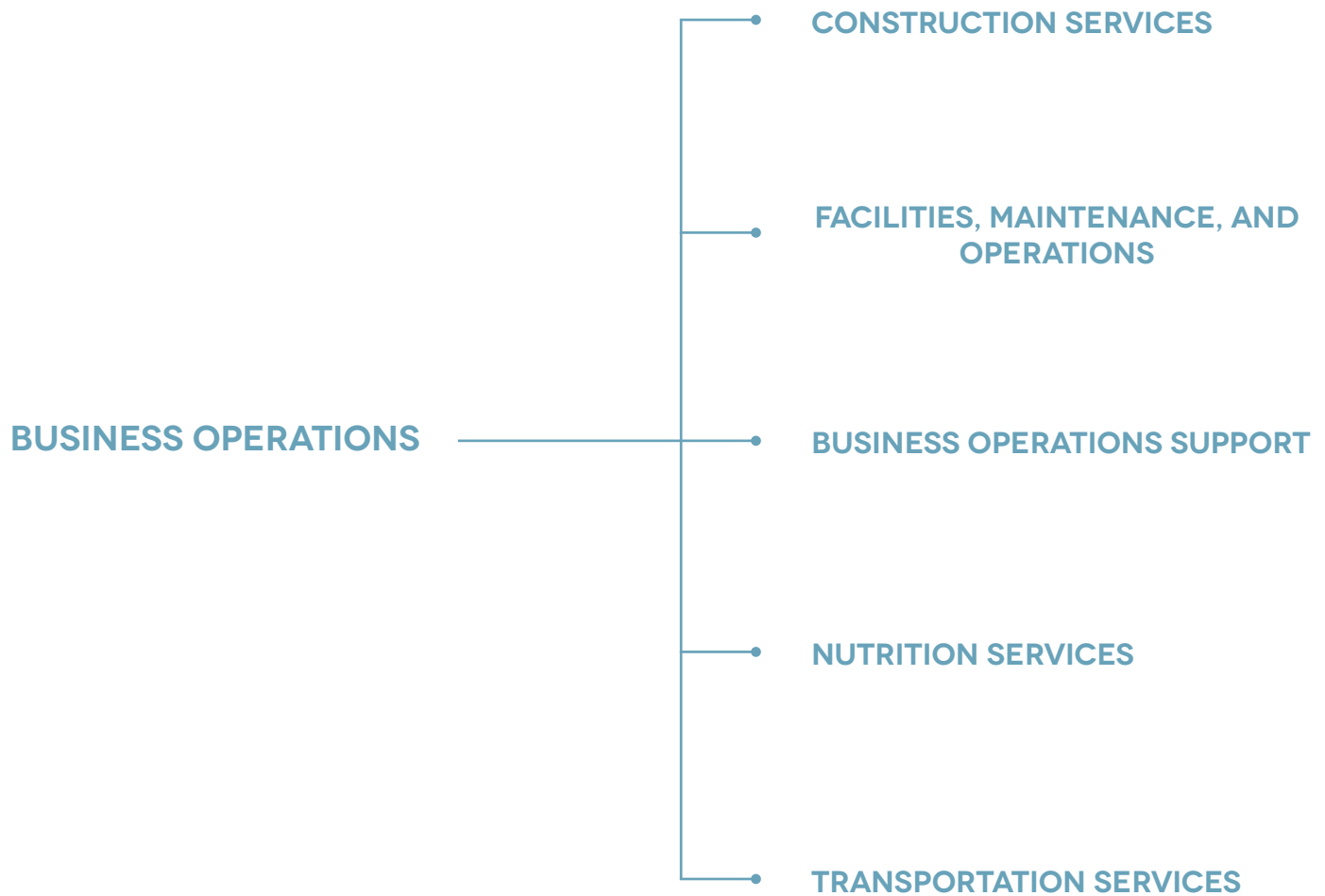
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BUSINESS OPERATIONS: **ORGANIZATION CHART**





CHAPTER ONE: **POLICIES, PROCEDURES, AND PRACTICES**

DRUG FREE WORKPLACE

Pursuant to HISD Board policy DH(LOCAL), the district prohibits the unlawful manufacture, distribution, dispensation, and possession, or use of a controlled substance, illicit drugs, and alcohol, as defined by state and federal law, during working hours while on district property or at school-related activities during or outside of usual working hours.

In addition to the consequences established by federal law, a district employee confirmed to have violated the district's policy pertaining to alcohol and controlled substances shall be subject to termination.

REASONABLE SUSPICION ALCOHOL/DRUG TESTING

Pursuant to HISD Board policy DH(LOCAL) and DHE(LOCAL), all employees are subject to reasonable suspicion testing for alcohol and/or drug use. Supervisors specifically trained in accordance with federal regulations may, based upon reasonable suspicion, remove an employee from a safety-sensitive position and require testing for alcohol and/or controlled substances. The determination of reasonable suspicion shall be based on specific observations of the appearance, behavior, speech, or body odors of the employee whose motor ability, emotional equilibrium, or mental acuity seems to be impaired. Such observations must take place just preceding, during, or just after the period of the workday that the employee is on duty.

An employee whose conduct violates the alcohol and controlled substances prohibitions of this policy shall be terminated for:

- Refusing to submit to a required test for alcohol or controlled substances.
- Providing an adulterated, diluted, or a substituted specimen on an alcohol or drug test.
- Testing positive for alcohol, at a concentration of 0.02 or above, in a post-accident test.
- Testing positive for controlled substances in a post-accident test.
- Testing positive for alcohol, at a concentration of 0.02 or above, in a random test.
- Testing positive for controlled substances in a random test.
- Testing positive for alcohol, at a concentration of 0.04 or above, in a required confirmation test.
- Testing positive for controlled substances in a required confirmation test.



POST ACCIDENT ALCOHOL/DRUG TESTING

Pursuant to HISD Board policy DHE2(REGULATION), any employee who is involved in an accident while driving a district vehicle, whether on duty or not, will be drug- and alcohol-tested. An employee who is assigned to a driving or safety-sensitive position and is involved in an accident while on duty will be prohibited from consuming alcohol for eight hours or until he or she has been tested for alcohol and drug use. The employee will remain readily available for testing or may be deemed to have refused to submit to testing. Once testing is complete, the employee is released to go home. The employee must return to work for their next shift, but refrain from operating a district vehicle until cleared by Drug-Free Workplace. Any violation of this regulation will result in a declaration of a positive test and termination will follow. Each employee will be provided with a copy of the district's notice regarding drug-free schools. Please reference policies DH(LOCAL), DH(LEGAL), DL(LOCAL), and DI(REGULATION).

EMPLOYEE ACCOUNTABILITY

According to HISD policy DH(LEGAL), all district employees are public servants and therefore, subject to Title VIII of the Penal Code. All employees are committed to and responsible for providing the best possible maintenance, and restorative services in an effective and efficient manner in order to contribute to a safe and sanitary learning environment for all students enrolled in HISD.

EMPLOYEE CELEBRATIONS AND GIFTS

Office celebrations are permitted, with prior approval from an immediate supervisor or administrator, for employees recognized for years of service, retirement, resignation, promotion, or transfer. The maximum time allowed per celebration is one hour. Other special occasions, such as birthdays and showers, should be kept to a minimum and should not disrupt surrounding employees.

Departmental holiday celebrations are permitted with prior approval from management. Gift exchanges are allowed, although participation is not mandatory. All holiday decorations must be removed by the last workday before the corresponding holiday break, if applicable.

EMPLOYEE STANDARD OF CONDUCT

To ensure orderly, effective operations and provide the best possible work environment for all employees, Business Operations expects employees to follow the rules of conduct outlined in HISD Board policy, including but not limited to DH(LOCAL) and DH(EXHIBIT), which protect the interests and safety of all employees within the organization.

All forms of behavior considered unacceptable in the workplace should be avoided in digital, physical, and virtual domains. The following are examples — not a complete listing — of conduct that may result in disciplinary action, up to and including termination of employment:

- Unprofessional behavior and/or communication with and/or toward supervisors, colleagues, students, parents, and/or members of the community while in the workplace. This includes but is not limited to the use of profanity, racial slurs, sexually explicit jokes, comments, and/or language, etc.
- Theft, unauthorized removal, or unauthorized possession of district property.
- Falsification of timekeeping/payroll records.
- Fighting and/or threatening violence against supervisors, colleagues, students, parents and/or members of the community while in the workplace.
- Failure to follow the supervisor's verbal and/or written directives.
- Smoking and/or using tobacco products or e-cigarettes on district property, in district vehicles, and/or at school-related activities.
- Consuming, possessing, and/or being under the influence of alcohol or any alcoholic beverage during working hours while on district property or at school-related activities during or outside of usual working hours.
- Consuming, possessing, distributing and/or being under the influence of any controlled substance or dangerous drug, as defined by law, including but not limited to marijuana or any narcotic drug, hallucinogen, stimulant, depressant, amphetamine, or barbiturate.

Employees shall comply with the standards of conduct set out in DH(LOCAL) and with any other policies, regulations, and guidelines that impose duties, requirements, or standards related to their status as district employees. Violation of any policies, regulations, or guidelines may result in disciplinary action, including termination of employment.

MONEY LENDING

The district prohibits loans made by one employee to another with the intent of collecting interest (see HISD Board policy DH(LOCAL)).

NONDISCRIMINATION, RETALIATION AND HARASSMENT

Pursuant to HISD Board policy DIA(LOCAL), employees of the district shall not discriminate on the basis of or engage in harassment motivated by age, race, color, ancestry, national origin, sex, handicap or disability, marital status, religion, veteran status, political affiliation, sexual orientation, gender identity, and/or gender expression.



Discrimination against an employee is defined as conduct directed at an employee on the basis of race, color, religion, sex, national origin, age, disability, ancestry, marital status, veteran status, political affiliation, sexual orientation, gender identity, and/or gender expression, or any other basis prohibited by law that adversely affects the employee's employment. In accordance with law, discrimination on the basis of sex includes discrimination on the basis of biological sex, gender identity, sexual orientation, gender stereotypes, or any other prohibited basis related to sex.

A substantiated charge of discrimination, prohibited harassment, and/or sexual harassment against a student or employee shall result in disciplinary action, up to and including termination.

PROHIBITED CONDUCT AND PROHIBITED HARASSMENT

In this policy, the term "prohibited conduct" includes discrimination, harassment, and retaliation as defined by this policy, even if the behavior does not rise to the level of unlawful conduct. Prohibited conduct also includes sexual harassment as defined by Title IX. [See Board Policy FFH(LEGAL)]

Prohibited harassment of an employee is defined as physical, verbal, or nonverbal conduct based on an employee's race, color, religion, sex, national origin, age, disability, ancestry, marital status, veteran status, political affiliation, sexual orientation, gender identity, and/or gender expression, or any other basis prohibited by law, when the conduct is so severe, persistent, or pervasive that the conduct:

- Has the purpose or effect of unreasonably interfering with the employee's work performance;
- Creates an intimidating, threatening, hostile, or offensive work environment; or
- Otherwise adversely affects the employee's performance, environment, or employment opportunities.

Any employee who believes that he or she has experienced prohibited conduct or believes that another employee has experienced prohibited conduct should immediately report the alleged acts. The employee may report the alleged acts to his or her supervisor or campus principal.

WORKPLACE BULLYING

Pursuant to HISD Board policy DH(LOCAL) and DIA(LOCAL), the district considers workplace bullying to be unacceptable and will not tolerate it under any circumstances. Workplace bullying is defined as engaging in written or verbal expression, expression through electronic means, or physical conduct occurring in the workplace that:

- Has or will have the effect of physically harming another employee, damaging the employee's property, or placing the employee in reasonable fear of harm to the employee's person or of damage to the employee's property
- Persists and is so sufficiently severe and pervasive that the action or threat creates an intimidating, threatening, or abusive work environment for the employee.
- Exploits an imbalance of power between the employee perpetrator and the employee victim through written or verbal expression or physical conduct.
- Interferes with the victim's employment or substantially disrupts the operation of the work location.

Workplace bullying does not include the legitimate exercise of employee management, including task assignment, employee coaching, and work-related employee discipline.

PERSONAL COMMUNICATION DEVICES

Please reference the chapter section specific to each HISD Business Operations department as it relates to detailed guidelines.

RELATIONSHIPS WITH STUDENTS

Pursuant to HISD Board policy DH(LOCAL), romantic relationships between district employees and students constitute unprofessional conduct and are prohibited. Business Operations employees are prohibited from forming romantic or other inappropriate relationships with students of any age, even if consensual (see HISD Board policy DH[LOCAL] and FFH[LOCAL]).

SEXUAL HARASSMENT

Sexual harassment is a form of sex discrimination defined as unwelcome sexual advances; requests for sexual favors; sexually motivated physical, verbal, or nonverbal conduct; or other conduct or communication of a sexual nature when:

- Submission to the conduct is either explicitly or implicitly a condition of an employee's employment, or when submission to or rejection of the conduct is the basis for an employment action affecting the employee; or
- The conduct is so severe, persistent, or pervasive that it has the purpose or effect of unreasonably interfering with the employee's work performance or creates an intimidating, threatening, hostile, or offensive work environment.



Title IX Sexual Harassment

As required by law, the District shall follow the procedures set forth in HISD Board policy DIA (Local) at the “Response to Sexual Harassment—Title IX” section heading upon receipt of a report of sex-based harassment of a student or employee, including sexual harassment, when such allegations, if proved, would meet the definition of sexual harassment under Title IX. [See HISD Board Policy FFH(LEGAL)]

Title IX “sexual harassment” means conduct on the basis of sex that satisfies one or more of the following:

- An employee of the district conditioning the provision of an aid, benefit, or service of the district on an individual’s participation in unwelcome sexual conduct;
- Unwelcome conduct determined by a reasonable person to be so severe, pervasive, and objectively offensive that it effectively denies a person equal access to the district’s education program or activity; or
- “Sexual assault” as defined in 20 U.S.C. 1092(f)(6)(A)(v), “dating violence” as defined in 34 U.S.C. 12291(a)(10), “domestic violence” as defined in 34 U.S.C. 12291(a)(8), or “stalking” as defined in 34 U.S.C. 12291(a)(30).

Any district employee who receives notice that a student or group of students or an employee or group of employees has or may have experienced Title IX sexual harassment shall immediately notify HISD’s District Title IX Coordinator or the appropriate Area Title IX Administrator (see HISD Board Policy DIA (Exhibit), FFH (Exhibit), and/or HISD’s Title IX website {www.houstonisd.org/titleix} for names and contact information for District Title IX Coordinator and Area Title IX Administrators).

SMOKING

Business Operations, in alignment with HISD, maintains a safe and healthy work environment. An employee shall not smoke or use tobacco products or e-cigarettes on district property, in district vehicles, or at school-related activities.

WEAPONS AND OPEN CARRY

District employees, including handgun license holders, are strictly prohibited from carrying (concealed or open), possessing, and/or using any of the weapons defined in Section 46.05 of the Texas Penal Code while on the physical premises of a school building; any school grounds or building where a school activity is taking place; on a bus or other passenger vehicle of a school district; while working in the scope of assigned duties, with the exception of sworn HISD peace officers; and/or while attending district-sponsored events or activities taking place either on or off district property. However, under current Texas law, a district employee who is not otherwise prohibited from possessing firearms under state and federal law, may store a handgun or other firearm in a personal vehicle in a district parking lot, parking garage or other parking area, provided that the vehicle is locked and the handgun or firearm is not in plain view.



CHAPTER TWO: **EMPLOYMENT CONDITIONS**

The Board of Education delegates to the superintendent of schools or designee the authority to hire and dismiss the following categories of employees in an at-will/non-contract status:

- Administrative support personnel
- Certified professionals not requiring certification except those listed in DCB(LOCAL) and DCE(LOCAL)
- Paraprofessionals
- Hourly employees
- Non-instructional support employees

Please reference HISD policy DCD(LOCAL) for further information.

CRIMINAL HISTORY RECORDS

The district may periodically obtain criminal history record information relating to an applicant or an employee from any law enforcement agency, including a police department, the Department of Public Safety, or the Texas Department of Corrections. Any information obtained from these agencies will only be used to evaluate applicants or assess current employees whose status dictates such a need. Please reference HISD policy DH(LOCAL) for further information.

In the event an employee is charged with, convicted of, granted deferred adjudication for, or enters a plea of no contest for any felony or any misdemeanor involving moral turpitude, HISD Board policy DH(LOCAL) requires that the employee notify HISD Human Resources and his/her immediate supervisor in writing of the arrest within 10 business days of the charge, conviction, granting of deferred adjudication and/or entry of a plea of no contest.

Pursuant to HISD Board policy DH(LOCAL), “moral turpitude” is defined as an act of baseness, vileness, or depravity in the private or social duties that a person owes another member of society in general and that is contrary to the accepted rule of right and duty between persons. Examples include but shall not be limited to theft, attempted theft, swindling, forgery, indecency with a minor, prostitution, and the like.

DEPARTMENT REGULATIONS AND EXPECTATIONS

HISD allows individual departments within Business Operations to implement policies and procedures that are more stringent, more expansive, and/or more protective of HISD work, ideas, or property. Such departmental regulations may enhance but not supersede those outlined in the district’s policies and procedures nor can they run afoul of relevant and applicable federal and state laws. All employees are required to follow departmental policies and procedures as well as supervisory directives.



DRESS CODE AND APPEARANCE

Business Operations is a professional organization with professional employees who interact with customers on a daily basis. Employees should be well groomed and should not wear any garment deemed to be inappropriate or a safety hazard that could hinder productivity.

Employees in pay grade 27 and above are required to wear business professional attire daily, except for casual Fridays or other district-designated days when formal meetings are not scheduled. All other employees, including office personnel, are expected to wear business casual attire. Business Operations conducts business throughout the calendar year, including during the summer months, so it is important to project a professional image at all times.

CASUAL FRIDAYS

Employees may observe casual Fridays, a designation that allows all employees to dress in business casual attire as outlined in the business casual section of this handbook. Casual Fridays attire may include shirts with district or department logos.

Unless part of an employee's everyday uniform, jeans are only permitted on designated days as announced during the year. Examples include Go Texan Day or local sports team recognition days. Jeans must fit properly, be in good taste, and not be torn or faded.

BUSINESS CASUAL

Business casual attire is acceptable when employees are involved with work inside the office or building and will have no formal interaction with the community or external colleagues, parents, business partners, etc.

For men, business casual includes khaki trousers or Dockers worn with a sweater, polo-style or button-down short- or long-sleeved shirt, and no tie. Generally, shirts are collared. A jacket or blazer is optional. Casual leather or suede shoes are appropriate. Athletic shoes, sneakers, sandals, and flip-flops are not appropriate.

For women, business casual includes khaki-style slacks and/or skirts, coordinated shirts and skirts, twinsets, and shirtdresses. Short- or long-sleeved blouses, shirts and sweaters are acceptable, as are sleeveless blouses and sweaters. A jacket or blazer is optional. Pants cropped no higher than mid-calf are acceptable if they are a part of a coordinated ensemble or suit with a matching jacket or blazer. Dress sandals and open-toe pumps are appropriate. Athletic shoes, sneakers, flip-flops, and beach sandals are not appropriate.

Please see the chart below for examples of required dress.

BUSINESS PROFESSIONAL	BUSINESS CASUAL	CASUAL FRIDAYS
Pant or Skirt Suits	Casual Slacks or Skirts	Casual Fridays attire should follow Business Casual standards with the exception of designated days for specific attire, such as college spirit or sports team days.
Dress Shirts or Blouses	Collared or Polo-Style Shirts, including those with district or department logos	
Ties	Button-Down, Long- or Short- Sleeved Shirts or Blouses	
Slacks or Skirts	Cropped Pants (no higher than mid-calf)	
Blazers	Jackets/Blazers Optional	
Dresses	Casual Dress Shoes, including Dress Sandals, Open-Toe Pumps, and Suede Shoes	
Dress Shoes or Dress Sandals		

EMERGENCY RESPONSE AND PREPAREDNESS

The safety of students and staff is the number one priority during any emergency situation, including inclement weather, fire, homeland security breaches, or other safety threats.

In the event of inclement weather, employees should listen to news announcements and check the district website and social media accounts for more information about school and office closings.

In the event chemical or biological agents are released, schools and work locations will implement a "Shelter-In-Place" procedure, which requires all present to take immediate shelter inside a designated location until proper authorities give an "All Clear." For safety reasons, Business Operations employees who are parents will be asked to refrain from picking up their children from school while awaiting further instructions.

If the City of Houston calls for an evacuation, employees are expected to follow the instructions contained in the evacuation plan specified for the



particular HISD facility where they are located. HISD supervisors should ensure all staff are familiar with the location site plan and included safety procedures.

Emergency Procedure and Hurricane Preparedness manuals are available at all Business Operations locations. They also are available online on the MyHISD portal.

FAIR PRACTICES

No supervisor shall discipline or reprimand an employee in a public setting or in a manner otherwise intended to cause an employee public embarrassment or ridicule. All supervisors will address personnel and/or disciplinary actions in a manner that is consistent with the district's Core Value of Common Decency (see HISD Board policy DI[REGULATION]).

GRIEVANCES AND COMPLAINTS

Pursuant to HISD Board policy DGBA(LOCAL), a grievance is defined as a dispute alleging a violation of the application or misapplication of the Board of Education policies as related to wages, hours, or conditions of work. Good morale is maintained by the sincere effort of all involved parties to work toward constructive solutions to problems in an atmosphere of courtesy and cooperation. Texas law and HISD Board of Education policy provide that all employees have the right to present grievances to the Board of Education in accordance with and pursuant to HISD's grievance policies. HISD's Board intends that, whenever feasible, disputes be resolved at the lowest possible administrative level.

ORIENTATION OF NEW AND RETURNING EMPLOYEES

Business Operations will conduct mandatory new employee orientation for newly hired and rehired employees within 30 days following the date of hire. The focus of employee orientation is to provide useful information regarding benefits and other information applicable to the job setting, including the distribution and review of the appropriate employee policies and procedures. Orientation will include an overview of Business Operations departments and services as well as the transition process and expectations related to job responsibilities and performance standards.

After successful completion of orientation, employees will be required to complete an introductory departmental orientation at their assigned work location. At the departmental orientation, employees will be acquainted with duty requirements, departmental expectations, and specific location(s) for the work assignment.

Department orientations do not replace the Business Operations New Employee Orientation conducted by the Business Operations Professional Development staff. Both orientation sessions are mandatory and are essential for maximum job performance.

PROBATIONARY PERIOD

Pursuant to HISD Board policy DCD(LOCAL) and DCD2(REGULATION), newly hired non-contract employees shall be on probationary status during the first 12 months of employment. Additionally, employees promoted to a higher position within HISD shall serve a probationary period in the new position for one full year.

REASSIGNMENT, DEMOTION, SUSPENSION, AND DISMISSAL

All non-contract employees are subject to assignment and reassignment of positions or duties, additional duties, changes in responsibilities or work, transfers, or reclassification at any time (see HISD policy DCD[LOCAL] and DK[LOCAL]). A non-contract employee may have his or her probation extended, be returned to probation, be suspended without pay, or be demoted for any reason not prohibited by law, as determined by the needs of the district. A non-contract employee may also be terminated for any reason not prohibited by law or for no reason, as determined by the needs of the district.

Employees are required to perform duties with demonstrated proficiency within their job classification. Disciplinary actions and dismissal procedures for employees are in accordance with the law and HISD policies and procedures.

SAFETY AND SECURITY

Business Operations strives to provide a safe work environment that is free of illegal drugs, intoxicants, alcohol, firearms, weapons, explosives, or other unauthorized materials. Safety training is provided to all Business Operations employees to promote safety education and loss prevention.

All Business Operations employees must practice on-the-job accident prevention and follow safety guidelines set by the assigned department as it relates to their job function.

UNAUTHORIZED VISITORS

HISD Board policies DC(LOCAL), DH(LOCAL), and GKG(LOCAL) provide strict guidelines for unauthorized persons, including children and pets, on district premises. Employees may not bring a relative, personal aide, hired helper, or volunteer to assist in the performance of duties on district premises or at school-sponsored activities without prior approval of the principal or work location supervisor and/or Human Resources department. Of equal importance is the protection against possible property theft and security of district equipment and valuables, including sensitive documents and confidential information. Employee welfare must be protected, and potential distractions, disturbances, and disruptions must be avoided at all times, especially when employees are engaged in the operation of machinery, heavy equipment, and power tools.



CHAPTER THREE: **ATTENDANCE AND COMPENSATION**

ABSENTEEISM AND TARDINESS

Regular attendance and punctuality for all employees are required. It is the expectation that each employee arrives in time to park, clock in or sign in, and be present in the workplace at the assigned scheduled time.

Employees who are repeatedly absent or show a pattern of absences will be subject to disciplinary action. Employees whose absences are excessive and beyond what is acceptable for a productive work environment will be subject to disciplinary action. Absences in excess of 12 days per year, not including pre-approved vacation, are considered excessive. Supervisors will review accumulated absences and meet with the employee, who may be given a first warning, either verbal or written. If absences continue, a second meeting will be scheduled, and a written warning will be issued to the employee and placed in the employee's file. Further violation of this policy will result in disciplinary action, up to and including termination [see HISD Board policy DED(LOCAL)].

Employees will be paid for absences due to medical reasons provided that the employee has sufficient time available in their leave bank. Medically excused absences exceeding seven consecutive duty days will require satisfactory documentation from a medical professional. When an employee's absences become a concern or a pattern of absences is established, the supervisor may review the reason for such absences with the employee. Such absences may be subject to medical verification [see HISD Board policy DEC(LOCAL)]. Employees who are absent from work without notifying their immediate supervisor will be considered a "no call, no show." After one "no call, no show" absence, the employee will receive a written warning. After three consecutive days of "no call, no show" absences, the employee will be referred to Human Resources for further handling, up to and including termination on the basis of job abandonment. In the case of a medical emergency, employees must provide satisfactory documentation to their Human Resources business partner upon return to duty. Review your department chapter for additional guidelines.



COMPREHENSIVE LEAVES

Comprehensive leaves are all leaves established for contract and non-contract employees with paid and unpaid privileges. HISD Board policy DEC(LOCAL) provides a detailed explanation of the types of leaves that employees receive or may request, the number of days available, and the restrictions as to when the leaves may be taken. Vacation requests must be submitted via Employee Self-Service (ESS) 48 hours in advance.

The types of leave an HISD employee receives/may request are:

- State Personal Leave – paid (five days per year)
- Local Personal Leave
 - 10-month employees – paid (five days per year)
 - 11-month employees – paid (six days per year)
 - 12-month employees – paid (seven days per year)
- Vacation Leave (12-month employees only)
- Supplemental Personal/Medical Leave Bank
- Family and Medical Leave (FMLA)
- Assault Leave
- Unpaid Leaves
 - Temporary Disability
 - Military
 - Political
 - Developmental

JURY DUTY AND SUBPOENAS

All Business Operations personnel called for jury duty may be absent without loss of pay subject to the submission of a valid jury summons and verification of the actual time/days served (see HISD Board policy DEC6[REGULATION]).

Employees subpoenaed as court witnesses for non-district, mandatory court appearances may be absent without loss of pay provided a copy of the subpoena is submitted to the department's time recorder and maintained in the department's payroll files. Absences for court appearances related to an employee's personal business will be deducted from the employee's personal leave or taken by the employee as leave without pay [see HISD Board policy DEC4(REGULATION)].

OVERTIME

All overtime must be approved by the supervisor before beginning the assignment. Employees are not required to work beyond their regularly scheduled workday unless it is planned and pre-approved by a supervisor or is deemed an emergency. All employees are responsible for personally clocking in and out and submitting appropriate overtime documentation upon completion of work.

WORK HOURS AND SCHEDULES

When assigned to Business Operations, employees are expected to complete a 40-hour workweek as assigned by the department supervisor, unless an employee's duty schedule is less than this amount of time. Employees may be required to work overtime (more than 40 hours) and will be notified by the appropriate supervisor when such occasions occur. Some emergencies may dictate mandatory work during evenings, nights, and/or weekends (see HISD Board policy DK1[REGULATION]).

Regular work schedules for Business Operations employees may vary. Employees are expected to arrive on time, clock in or sign in at the established time, and begin work assignments promptly. Breaks, lunch, and other non-work time will be explained in more detail in the departmental sections of this handbook.

WORKERS COMPENSATION

In the event an employee is injured on the job, it is the employee's responsibility to notify the immediate supervisor as soon as possible and complete the Employee Injury and Treatment Form. If the employee is or becomes incapacitated as a result of the injury, the supervisor or other Business Operations manager may complete the necessary forms. The form should be submitted to the Workers' Compensation office on the same day as the accident. Further details regarding filing a claim and an employee's rights and responsibilities can be found on the reverse side of the Employee Injury and Treatment Form.



CHAPTER FOUR: **ETHICAL STANDARDS**

According to HISD Board policy DBD(LOCAL), employees who have an interest in companies or businesses that contract or attempt to contract with HISD is prohibited. This type of business arrangement is a conflict of interest and not permitted. Employees are allowed to work other jobs as long as those jobs are independent of HISD and do not conflict with their job responsibilities. Each employee shall be required to complete the district's semiannual disclosure statement.

LABOR ORGANIZATIONS AND POLITICAL ACTIVITIES

According to HISD Board policy DGA(LOCAL), an employee's participation in community, political, or employee organization activities shall be entirely voluntary and shall not:

- Interfere with the employee's performance of assigned duties and responsibilities.
- Result in any political or social pressure being placed on students, parents, or staff.
- Involve trading on the employee's position or title with the district.

No employee shall suffer discrimination, jeopardy, or coercion in employment or promotion opportunity because of membership, activity, or non-activity in an employee organization [see HISD Board policy DGA(LOCAL)].

In accordance with HISD Board policy DGBA (Local), all DGBA grievance conferences shall take place during normal District business hours. All participants, including witnesses, shall be released from regular duties and shall suffer no loss of pay or other benefits if, and only if, they receive prior approval from their immediate supervisor. To minimize disruption in the workplace, the supervisor shall work with the hearing officer, the grievant, and the administration, as necessary, to manage the release of employees who are participants in the conference.

If an employee plans to participate in employee organization meetings or activities during duty hours, other than grievance conferences or when acting as a witness in another employee's grievance conferences, the employee must submit a notice of request for discretionary state or local personal leave to the work location supervisor at least 48 hours in advance of the anticipated absence.

SOCIAL MEDIA

The district does not take a position on and has no control over an employee's decision to participate in blogs, wiki pages, or any form of social media for personal use on personal time. Employees should note that even with the strictest privacy settings, photo tagging and other tools may make confidential personal information publicly available.

Employees are prohibited from using social media to communicate for personal reasons directly with students who are currently enrolled in the district. Specific procedures on the acceptable use of social media may be found in administrative regulation DH5(REGULATION). If deemed necessary for district-related purposes, district-supported social media accounts may be created strictly for Business Operations departments, but they must be approved by the department officer and managed by his/her appointed designee.



Pursuant to HISD Board policy DH(Local), an employee shall be held to the same professional standards in his or her use of social media as for any other public conduct. If an employee's use of social media violates state or federal law or district policy or interferes with the employee's ability to effectively perform his or her job duties, the employee is subject to disciplinary action, up to and including termination of employment.



CHAPTER FIVE: **USE OF DISTRICT RESOURCES**

Employees are responsible for the safekeeping of all HISD property issued to them for use in the course and scope of performing their job duties. This may include but is not limited to telephones, computers, iPads, tablets, printers, fax machines, cameras, software, vehicles, and other equipment.

ACCIDENTS OR VIOLATIONS IN DISTRICT VEHICLES

If an employee receives a citation or is involved in an accident while conducting district business or in a district-issued vehicle, the employee must contact his/her supervisor immediately. Any damages, defects, or other repair concerns should also be reported immediately. Any employee who leaves the scene of an accident may be subject to termination.

Employees are required to follow the steps listed below in the event an accident takes place while driving an HISD vehicle.

- The employee will contact his/her supervisor.
- The supervisor will call HISD Transportation Safety at 713-613-3062 and report the accident location, vehicle unit number, and extent of injuries and damages, as well as if HISD police officers were dispatched.
- After the accident has been cleared, another Business Operations employee must drive the district vehicle back to the worksite or Truck Service Center. If the vehicle is inoperable, the Truck Service Center must be contacted for roadside assistance. If towing is required after normal business hours, call Apple Towing at 713-383-6200. The driver must inform Apple Towing that they are calling on behalf of the HISD Truck Service Center.
- The supervisor must call Mega Lab at 571-466-8455 or 832-944-4224 to report that the employee requires post-accident drug testing. Forward Edge will confirm the testing location.
- The supervisor will take the employee to the confirmed location and remain with the employee to ensure isolation. Once testing is complete, the employee is released to go home.
- The employee must return to work for their next shift, but refrain from operating a district vehicle until cleared by Drug-Free Workplace
- The supervisor must call the Drug-Free Workplace facility at 713-695-5862 to report the accident and completion of drug testing.

Upon returning to work, the employee will be scheduled to meet with the Accident Review Committee to determine fault and whether disciplinary action is required.



ACCIDENT REVIEW COMMITTEE

Following an accident, a forum is provided for employees to review accident details. The review determines if the accident was preventable and if any post-accident counseling and/or training will be required.

Employees issued citations for two at-fault, preventable accidents within three years may be subject to termination. Employees involved in four at-fault, preventable accidents with no citations within three years may be subject to termination. In both cases, the three-year period starts on the date of the first at-fault accident.

DRIVER RESPONSIBILITIES

New Business Operations employees are required to take an HISD-approved Defensive Driving Course (DDC) within 60 days of their hire date if they will be driving an HISD vehicle as a requirement of their job duties. The DDC course is available through Business Operations Professional Development. If the employee completed a DDC course during the three years prior to the start of their employment with HISD, he/she must immediately present a copy of the certificate to Professional Development. Recertification courses must be taken every three years during employment.

No district-owned or district-managed vehicles may be used by any district employee for personal business outside of commuting purposes. Some employees are assigned vehicles with “take-home” privileges provided that the employee resides no more than 10 miles beyond an HISD school or property line. An exception applies to employees designated “on-call” for emergencies.

All employees assigned to drive district vehicles must submit to an annual driving record check. An unsatisfactory driving record may result in the removal of the employee’s authorization to drive a district vehicle.

Employees in positions that require operation of a motor vehicle also are responsible for notifying their immediate supervisor within 24 hours in the event their driver license is suspended, revoked, or canceled or if the driver becomes disqualified from driving in the state of Texas. Failure to comply with this directive could lead to disciplinary action, up to and including termination [see HISD Board policy CNB3(REGULATION)].

Any concerns regarding damages, defects, or necessary repairs of a district vehicle should be promptly reported. Each driver is also responsible for ensuring the proper care of their district-assigned vehicle. All maintenance needs, including regular and preventative maintenance, inspections and repair/replacement of tires, batteries, hoses, etc., should be performed by Truck Services, located at 228 McCarty Road in Building 27, or the appropriate shop.

MOTOR VEHICLE RECORDS

Vehicle operation guidelines, mandates, and rules governing HISD Transportation employees will be the same for all Business Operations employees as outlined in HISD Board policies CNB2(REGULATION) and CNB3(REGULATION).

Driving records must be acceptable upon hire in accordance with Department of Public Safety standards. Employees in positions requiring the operation of district vehicles shall have their driving records assessed for penalty points at least annually. Any person who has accumulated 10 or more penalty points on their motor vehicle record shall be considered ineligible to operate a district-issued vehicle or perform duties requiring the operation of a vehicle. Ineligible employees shall be disciplined, up to and including termination, for being unable to complete assigned duties as required by the district.

Employees accumulating six or more points will be required to meet with the Accident Review Committee for counseling and post-accident training, in addition to completing a DDC course before driving privileges are restored.

Any driving violation convictions within the three years preceding the date of hire must be disclosed to the designated supervisor before assignment. Out-of-state license holders must provide convictions for the five years preceding hire.

PARKING AND OPERATION OF DISTRICT VEHICLES

Employees are responsible for the safekeeping of district vehicle issued to them for long-term or temporary use. Employees should always secure tools and other valuables by ensuring unattended vehicles are kept locked at all times. Keys should never be left in vehicles at any time for any reason. Except for warming up vehicles in cold weather, employees should not leave vehicles idling or running when unoccupied.

All HISD facilities have designated parking areas. Users of personal and district vehicles in these areas must follow all posted sign directives, including all regulations as it pertains to district property. Do not park on curbs, grassy areas, garden areas, sidewalks, or other non-parking areas.

CELLULAR ALLOWANCE

According to the HISD Board policy CPAC3(REGULATION), an employee may qualify for a cellular allowance subsidy to use a personal cell phone for business purposes. Business Operations expects employees receiving the cellular allowance to conduct themselves professionally while speaking or leaving a message, maintain district standards of conduct, and treat all callers as district customers.



COMMUNICATIONS EQUIPMENT

Employees, based on their position, may be required to carry district-authorized communications equipment, such as phones and radios. Employees are responsible for the proper use and care of any equipment assigned to them.

Communication equipment should be turned on during the workday and any other times required by the supervisor. Any damage and/or loss of such equipment should be immediately reported to a direct supervisor.

IDENTIFICATION BADGES

Upon completion of the Business Operations New Employee Orientation session, each employee will receive an HISD-issued employee identification (ID) badge. On most occasions, ID badges will be issued before the last day of orientation.

ID badges must be visibly displayed while performing assigned duties and/or conducting district business. Lost badges may be replaced for a \$10 fee at the Onboarding & Organizational Development office located in the Hattie Mae White Educational Support Center, 4400 W. 18th St. If an employee has been promoted or transferred to a new position, a replacement badge with the new title may be provided free of charge.



CHAPTER SIX: **BENEFITS**

HISD employees have several sources of support and assistance related to employee and medical benefits. During new employee orientation, employees should receive benefits information from Human Resources representatives. Human Resources also has a customer service program that assists all employees with questions, problems, and concerns regarding individual benefits and personal information updates. These contacts are useful in assisting new employees.

- | | |
|-----------------------------|---|
| • Benefits Customer Service | (877) 780-HISD (4473) |
| • Service Desk | 713-892-SERV (7378), servicedesk@HoustonISD.org |
| • Teacher Retirement System | (800) 223-8778 |
| • HR Answer Line | hanswerline@HoustonISD.org |



CHAPTER SEVEN: **FACILITIES, MAINTENANCE, & OPERATIONS (FMO) AND CONSTRUCTION SERVICES**

EMPLOYEE ACCOUNTABILITY

Pursuant to HISD Board policy DH(LEGAL), all district employees are public servants and therefore subject to Title VIII of the Penal Code. All employees must be committed to and are responsible for providing the best possible maintenance and restorative services in an effective and efficient manner to contribute to a safe and sanitary learning environment for all students enrolled in HISD.

PERSONAL COMMUNICATION DEVICES

According to HISD Board Policy DH(Local), employees are responsible for spending work hours on work-related activities to the exclusion of personal business. Therefore, when performing job-related duties, employees are directed to refrain from connecting to the internet, taking pictures, texting, emailing for personal business, or recording, watching, or listening to audio or video that is not work related.

Use of cell phone cameras is strictly prohibited if not used exclusively for documenting or capturing quality of work, noting contractor or vendor matters, capturing vehicular or workplace incidents, or documenting safety situations or other work-related concerns.

Radios or walkie-talkies are preferred when communicating with campus-based administrators. However, utilizing personal cell phones is allowed when doing so does not interfere with employee's assigned duties or disrupt the completion of tasks. According to DH(Local), employees are required to comply with the standards of conduct set out in this policy about maintaining effective and efficient operations, especially concerning the use of personal cell phones in the workplace.

Employees electing to use personal cell phones will be responsible for adhering to and complying with these guidelines. Failure to do so will constitute a failure to follow management directives, with consequences of reprimand, up to and including termination of employment.

FACILITIES SERVICES

While at work, employees should use discretion in using personal cell phones and taking personal calls. Personal calls during work hours, regardless of the phone used, cannot interfere with employee productivity or be distracting to others.

Office-based and custodial operations employees are required to exercise discretion when using cell phones, texting, or streaming media. Management reserves the right to monitor personal use of cell phones, especially when assigned duties involve other employees whose safety is compromised or interruptions affect completion of assigned duties. When continued or excessive phone interruptions contribute to disruption, abandonment of duties, or reduced productivity, management reserves the right to refuse use of cell phones while on duty.



USE OF CELL PHONES WHILE OPERATING DISTRICT-OWNED, LEASED, OR RENTED VEHICLES

Employees whose job responsibilities require driving and who must use a cell phone for business are expected to refrain from using personal phones while driving. If it is necessary to use a cell phone while operating a district-owned, leased, or rented vehicle, the employee must utilize a hands-free device. Employees must not text, take notes, or email messages while driving.

Employees electing to utilize personal cell phones will be responsible for adhering to and complying with the aforementioned guidelines. Failure to do so will constitute a failure to follow management directives with consequences of reprimand, up to and including termination of employment.

DRESS CODE AND APPEARANCE

An HISD employee who works in Facilities, Maintenance, and Operations is considered to be a workplace professional and has an impact on the way customers view the department and other team members. Facilities, Maintenance, and Operations employees should be well-groomed and should not wear any garments deemed to be inappropriate or a safety hazard that could hinder one's productivity.

Employees in pay grade 27 and above are required to wear business professional attire daily, with the exception of casual Fridays or other district-designated days when formal meetings are not scheduled.

Employees shall wear personal protective equipment (PPE) to work where required and/or applicable. Mechanic shop, warehouse, and field personnel, including team leaders, are required to wear district-issued shirts with an embroidered logo. The colors may vary based on department and employee position. Non-field personnel, such as administrative, clerical, and other office-based personnel, are required to dress in business casual attire on a daily basis.

Jeans are not allowed as any part of Facilities, Maintenance, and Operations work attire unless otherwise approved by the superintendent or officer in writing. On these approved occasions, such as Facilities, Maintenance, and Operations functions, district-wide spirit days, and casual Fridays, jeans must fit properly and be free of holes, rips, and tears. Jeans are permissible for front-line employees who are based at warehouse locations or mechanic shops, and for those who are considered field technicians or campus-based employees.

ABSENTEEISM AND TARDINESS

Regular attendance and punctuality is required for all employees. It is the expectation that each employee arrives in time to park, clock or sign in, and be present in the workplace at the assigned scheduled time.

Employees who are repeatedly tardy or whose absences are excessive and beyond what is acceptable for a productive work environment are subject to disciplinary action. More than 12 absences per year, not including pre-approved vacation, is considered excessive.

Employees who are absent from work without notifying their immediate supervisor will be considered a "no call, no show." After one incident of a "no call, no show" absence, the employee will receive a written warning. After three consecutive days of "no call, no show" absences, the employee will be referred to Human Resources for further handling, up to and including termination on the basis of job abandonment. In the case of a medical emergency, employees must provide satisfactory documentation upon return to duty.

COMPENSATORY TIME

Compensatory time must be documented in writing and pre-approved by a supervisor before the employee performs any work beyond the regular work schedule. The employee must agree to accept compensatory time off in lieu of overtime. Employees must take compensatory time no later than the end of the next month following the pay period in which the time was earned.

Non-exempt employees may be given 1.5 hours of paid compensatory time off for each hour of overtime worked. Exempt employees are not eligible for overtime pay. Regular status exempt employees are eligible to earn and accumulate up to five compensatory days each year for work significantly beyond the scope of normal duties.

OVERTIME

All overtime must be approved by the employee's team leader or designee before beginning the assignment. Employees are not required to work beyond their regularly scheduled workday unless it is planned and pre-approved by a supervisor or is deemed an emergency. All employees are responsible for personally clocking in and out and submitting appropriate overtime documentation forms upon completion of work.



WORK HOURS AND SCHEDULES

When assigned to Facilities, Maintenance, and Operations, employees are expected to complete a 40-hour work week as assigned by the department supervisor. Employees may be required to work more than 40 hours a week and will be notified when such occasions occur. Some emergency situations may dictate work during evenings, nights, and/or weekends [see HISD Board policy DK1(REGULATION)].

Regular work schedules for Facilities, Maintenance, and Operations employees may vary, and administration reserves the right to change schedules to accommodate emergencies or major projects.

Employees are expected to arrive in time to park, clock in or sign in, be present in the workplace at the assigned scheduled time, and begin work assignments promptly. Employees are not allowed to clock in or out for another employee. Employees who violate this directive will be referred to Human Resources for further handling, up to and including termination. All requests for time off, including days missed, must be submitted through OneSource for approval. Breaks, lunch, and other non-work time will be explained during new hire orientation.

Employees are allowed an unpaid lunch break every day. Employees may not work through their lunch break to arrive late or to leave work early.

Employees are allowed two paid 15-minute breaks – one in the morning and one in the afternoon. These breaks may not be used to arrive late, extend the lunch break, or to leave work early.

DRIVING A DISTRICT VEHICLE

Accident Procedures

The following procedures shall be observed in the case of an accident involving a district vehicle:

- Do not leave the scene of the accident.
- Communicate to management via cell phone and give the driver's vehicle number, location, and any known injuries.
 - If the accident occurs after business hours, first call your manager or team lead if the manager does not answer.
 - If you cannot reach your manager or team lead, call Customer Care at 713-556-9400 to report that you have been in an accident. Customer Care will reach out to the appropriate contact on call.
- Protect the scene of the accident. Activate emergency hazard flashers and set triangle reflectors to prevent further accidents.
- Do not discuss details of the accident with anyone but a law enforcement officer or HISD officials. Never make statements as to who was at fault. If the press arrives on the scene and questions you, give the following response: "I do not have that information. You must talk to my manager."
- Do not move the vehicle unless instructed to do so by the police or unless the vehicle location presents a life-threatening situation. Do not move any vehicle part or debris that the investigating officers may collect as evidence.
- Maintain control of the vehicle until help arrives.
- Set the parking brake, turn the engine off, remove keys, and leave the two-way radio on.

As soon as is practical following an accident involving a motor vehicle, the district shall administer a drug/alcohol test to the driver.

Vehicle Breakdown Procedures

- Move the vehicle off the roadway to prevent accidents. Activate emergency hazard flashers and place triangle reflectors in recommended positions if conditions warrant this.
- Set the parking brake, turn the engine off, remove keys, and leave the two-way radio on.

Advise management by radio or cell phone of your situation. Fleet Operations will decide whether the disabled vehicle needs to be towed.

Accident Review Committee

Following an accident, a forum is provided for employees to review accident details. The review determines if the accident was preventable and if any post-accident counseling and/or training will be required.

Employees issued citations for two at-fault, preventable accidents within three years may be subject to termination. Employees involved in four at-fault, preventable accidents with no citations within three years may be subject to termination. In both cases, the three-year period starts on the date of the first at-fault accident.



CONSTRUCTION SERVICES CAREER PROGRESSION LADDERS

ADMINISTRATIVE SUPPORT

Job Title	Pay Grade
Documents Control Administrator	28
Senior Administrative Assistant	23
Receptionist	18

BUSINESS OPERATIONS

Job Title	Pay Grade
General Manager, Capital Improvements & Administration	35
Senior Manager, Quality Assurance - Finance	32
Logistics/FFE, Manager	30
Logistics Representative	25
Job Order Contracting (JOC) Representative	25
Construction Services Assistant	23
General Clerk III	20

CONSTRUCTION SERVICES

Job Title	Pay Grade
General Manager, Facilities Construction	35
Senior Manager, Construction Services	32
Construction Project Manager	30
Assistant Construction Manager	27
Project Associate	24

CONSTRUCTION SERVICES DESIGN

Job Title	Pay Grade
General Manager, Facilities Design	35
Senior Manager, Facilities Design	33
Senior Manager, Arch Support & Contract Admin	33
Architect	32



FACILITIES, MAINTENANCE, & OPERATIONS CAREER PROGRESSION LADDERS

ADMINISTRATIVE SUPPORT

Job Title	Pay Grade
Executive Administrative Assistant	25
Senior Administrative Assistant	23
Administrative Assistant II	22

ENERGY AND SUSTAINABILITY

Job Title	Pay Grade
Senior Manager, Energy and Sustainability	32
Maintenance Team Leader	27
Quality Assurance Analyst	26
DDC Control Specialist	26
Administrative Assistant II	22

ADMINISTRATIVE SERVICES

Job Title	Pay Grade
General Manager, FMO Administrative Service	35
Senior Manager, Professional Development	32
Senior Manager, Real Estate	32
Area Manager, Code Compliance	30
Business Manager	28
Document Control Administrator	28

SECURITY MAINTENANCE

Job Title	Pay Grade
General Manager, Facilities Maintenance	35
Senior Manager, Facilities Maintenance	32
Manager, Telecoms	28
Telecoms Team Leader	27
Maintenance Team Leader	27
Senior Telecoms Repairer	26



FACILITIES, MAINTENANCE, & OPERATIONS CAREER PROGRESSION LADDERS

SECURITY MAINTENANCE (CONTINUED)

Job Title	Pay Grade
Vendor Representative	24
Telecom Repairer	24
Locksmith	22

FINANCE

Job Title	Pay Grade
General Manager, Facilities Finance & Accountability	35
Senior Manager, Facilities Finance	32
Senior Sourcing Specialist	29
Quality Assurance Analyst	26
Buyer	26

CODE AND COMPLIANCE

Job Title	Pay Grade
Area Manager, Maintenance	30
Permit and Inspection Administrator	27
Compliance Representative	26
Vendor Representative	24

ENVIRONMENTAL AFFAIRS

Job Title	Pay Grade
Manager, Environmental Affairs	30
Compliance Representative	26
Asbestos Team Leader	25
Hazardous Material Inspector	22

MAINTENANCE AND OPERATIONS: MAINTENANCE

Job Title	Pay Grade
General Manager, Facilities, Maintenance, and Operations	35



FACILITIES, MAINTENANCE, & OPERATIONS CAREER PROGRESSION LADDERS

MAINTENANCE AND OPERATIONS: MAINTENANCE (CONTINUED)

Job Title	Pay Grade
Senior Manager, Facilities Maintenance	32
Area Manager, Maintenance	30
Master Plumber	28
Master Electrician	28
Senior Plumbing	26
Senior HVAC Repairer	26
Senior Electrician	26
Electrician	25
Plumber	24
Maintenance Planner	24
Painter	22
Maintenance Repairer	22
Truck Driver	19
Maintenance Helper	17

MAINTENANCE - AUXILIARY

Job Title	Pay Grade
Area Manager, Maintenance	30
Sheet Metal Worker	23
Welder	22
Roofer	22
Maintenance Helper	17

MAINTENANCE - HAZARDOUS MATERIALS

Job Title	Pay Grade
Manager, Hazardous Materials	30
Electrician	25
Asbestos Abatement Team Leader	25
Tile Setter	22



FACILITIES, MAINTENANCE, & OPERATIONS CAREER PROGRESSION LADDERS

MAINTENANCE - HAZARDOUS MATERIALS (CONTINUED)

Job Title	Pay Grade
Insulator	22
Carpenter/Plasterer	22
Glazier	22
Asbestos Abatement Worker/Truck Driver	19

OPERATIONS - CUSTODIAL

Job Title	Pay Grade
General Manager, Facilities Maintenance & Operations	35
Area Manager, Operations Custodial	30
Team Leader, Custodial	24
Small Engines Repairer	22
Senior Plant Operator	21
Plant Operator	19
Senior Custodian	16
Custodian, 12M	15

OPERATIONS - GROUNDS

Job Title	Pay Grade
Area Manager, Grounds	30
Maintenance Team Leader	27
Site Services Team Leader	25
Grounds Maintenance Team Leader	25
Heavy Equipment Operator	23
Senior Small Engines Repairer	22
Maintenance Repairer	22
Asphalt Worker/Cement Finisher	22
Tractor Operator	20
Tree Pruner	19



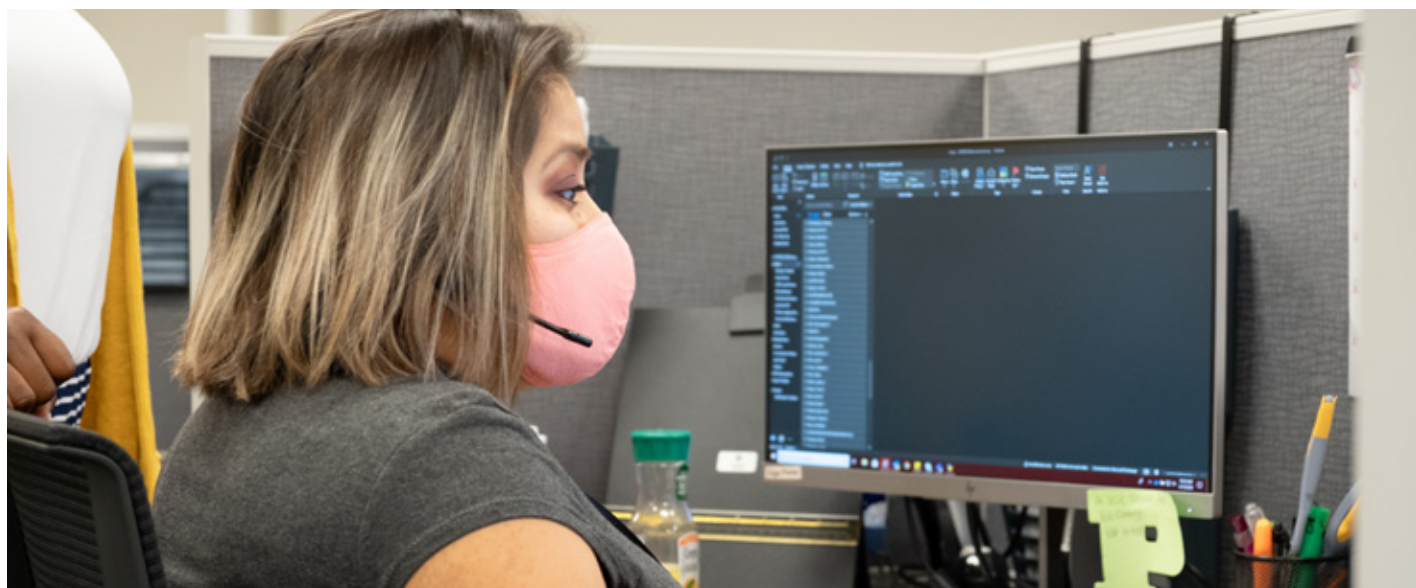
FACILITIES, MAINTENANCE, & OPERATIONS CAREER PROGRESSION LADDERS

OPERATIONS – GROUNDS (CONTINUED)

Job Title	Pay Grade
Fencing Repairer	18
Grounds Worker/Maintenance Helper	17

OPERATIONS – PEST CONTROL

Job Title	Pay Grade
Maintenance Team Leader	27
Pest Control Team Leader	24
Carpenter	22
Exterminator	21



CHAPTER EIGHT: **BUSINESS OPERATIONS SUPPORT**

EMPLOYEE ACCOUNTABILITY

According to HISD Policy DH(Legal), all district employees are public servants and therefore subject to Title VIII of the Penal Code. All employees must be committed to and are responsible for providing the best possible customer service and quality work in an effective and efficient manner to contribute to a productive environment for all.

STANDARD OF EXPECTATION/GENERAL RULES

All Business Operations Support employees are required to meet Business Operations and HISD's established standard of conduct. Because of their public-facing, customer service-oriented job duties, Customer Care employees are subject to additional department rules and guidelines. All employees shall observe the rules and guidelines outlined in this chapter unless otherwise directed by management.

PERSONAL COMMUNICATION DEVICES

According to HISD Board Policy DH(Local), employees are responsible for spending work hours on work-related activities to the exclusion of personal business. Therefore, when performing job-related duties, employees are directed to refrain from connecting to the internet, taking pictures, texting, emailing for personal business, or recording, watching, or listening to audio or video that is not work-related.

Use of cell phone cameras is strictly prohibited if not used exclusively for documenting or capturing quality of work, noting contractor or vendor matters, capturing vehicular or workplace incidents, or documenting safety situations or other work-related concerns. To increase productivity, cell phones may only be used during scheduled lunch hours or employee break times. Cell phones must be stored and silenced throughout the day and should not be visible in the workplace. Managers and team leaders are permitted to have cell phones for operational purposes.

According to DH(Local), employees are required to comply with the standards of conduct set out in this policy about maintaining effective and efficient operations, especially concerning the use of personal cell phones in the workplace.

Employees electing to use personal cell phones will be responsible for adhering to and complying with these guidelines. Failure to do so will constitute a failure to follow management directives, with consequences of reprimand, up to and including termination of employment.

CUSTOMER CARE CENTER OPERATIONS

All Customer Care and Operations lines may be monitored and recorded and should be used only for business calls. The use of department lines for personal use is prohibited. Use of cell phones and/or electronic devices (i.e. headphones, Bluetooth devices, or ear buds) is prohibited during scheduled work hours for Customer Care employees.

Representatives will be permitted to take emergency calls on personal cell phones, but they must step away from the assigned workstation or area to take the call.



PARKING

All employees must park in designated parking areas. Employees may not park in areas reserved for guests or visitors, on walkways, or in prohibited zones or assigned parking spots (no exceptions). Handicap parking is available on a first-come, first-served basis, but a handicap decal does not permit parking in an unauthorized area. Employees failing to park in designated areas are subject to disciplinary actions. For the first offense, the employee will be sent home with a written warning and one-day unpaid suspension. The second offense will result in a written warning and a two-day unpaid suspension. The third offense will result in a three-day unpaid suspension.

ABSENTEEISM AND TARDINESS

It is the expectation that all Customer Care and Operations employees have regular attendance and be punctual for their assigned shift. Employees should be logged in and ready within three minutes of their designated shift. Employees who are repeatedly tardy or whose absences are excessive are subject to disciplinary action. More than 12 absences per year (not including pre-approved vacation) is considered excessive. Vacation requests must be submitted via Employee Self-Service (ESS) at least 48 hours in advance. Due to business needs vacation requests two weeks before and two weeks after the start of school will be denied.

TARDIES	POINTS	CORRECTIVE ACTION
12	4 points = 4 Absences	Verbal warning
24	8 points = 8 Absences	Written warning
36	12+ points = 12+ Absences	Review for Termination

These totals can be reached through a combination of excessive tardies and unapproved absences, late arrivals and early departures. The point system equates 3 tardies to 1 absence or 1 point. When a Customer Care employee reaches 12+ points the employee's time can be reviewed for possible termination.

Weekday: Monday-Friday

In the event of an unplanned absence or emergency, employees should notify their immediate supervisor at a minimum of one hour prior to the scheduled shift. If unable to reach the assigned team leader, employees should call any team lead on duty at the Customer Care office at 713-671-3201.

All unplanned absences must be entered into ESS prior to the close of the payroll cycle. If employees are unable to enter leave, this must be communicated to the assigned team lead. Leave not entered prior to the close of payroll will be coded as unpaid.

WORK HOURS AND SCHEDULES

Customer Care and Operations is available from Monday to Friday, 5:30 am 6:00 pm. Currently, there are three assigned shifts. Customer Care is considered essential, and employees may be required to work extended days and hours. All employees must complete a 40-hour work week by physically being present or using available leave.

Customer Care employees may be required to work overtime as assigned by direct supervisors and approved in advance by the department manager or designee. Regular work schedules are assigned based on departmental need and may vary. Management reserves the right to change schedules when necessary. Customer Care employees may be assigned any shift. Changes in the schedule will be communicated verbally and in writing. Temporary changes in an employee's assigned schedule or shift must be approved by a team lead and confirmed in writing. All schedule swaps will be for the entire shift. Employees are not permitted to makeup missed time or flex hours. Available leave should be entered for any time missed in the regular scheduled hours. Failure to enter leave will result in an unpaid coding for missed time.

Time Clock Plus (TCP) is the official time record for Customer Care and Operations. Employee time is managed by the respective team lead/manager. All employees should use the time clock to clock in and out at the beginning and end of each shift. Employees should also clock in and out when leaving and returning from their scheduled lunch time. Employees must log out of the CISCO Desktop Agent (CISCO) for the assigned lunch break. "Not Ready" should be used for 15-minute breaks. Missed punches should be reported immediately to the team lead/manager via email. If employees are unable to leave at the designated lunch time, a team lead should be notified for a schedule adjustment.

OVERTIME/COMPENSATORY TIME

All overtime must be approved in advance by the department manager or designee. Employees are responsible for submitting all overtime paperwork once work is completed. Employees should clock in and out at their designated shift time unless otherwise directed by their supervisor. Compensatory (COMP) time may be agreed upon in place of overtime. Comp time is accrued at 1.5 hours for every hour worked and must be approved prior to accrual. Employees may earn up to 40 hours or five days of comp time. All accumulated comp time must be entered by the end of the duty schedule.



DRESS CODE AND APPEARANCE

Customer Care and Operations is a professional organization. Office attire should be in good taste. Comfortable shoes are recommended for office wear. Flip-flops, tennis shoes, house shoes, and thongs or slides without a back are not acceptable. Graphics and other verbiage on shirts are not permitted. Shorts, tank tops, leggings, and warmup suits are inappropriate. Please refer to page 11 for examples of business casual attire.

Failure to comply with the Customer Care and Operations dress code directive will result in the employee being sent home. On the first offense, the employee will receive a documented warning and be required to clock out upon leaving to go home and change clothes and clock in upon their return. On the second offense, the employee will be sent home without pay for one day and will receive a written reprimand. On the third offense, the employee will receive a two-day unpaid suspension and a final written warning. All suspensions will be served following the initial day the employee fails to follow the dress code directive. The employee may not use paid leave time to cover these absences. Employees in Pay Grade 27 and above are required to wear business professional attire daily with the exception of casual Fridays and other district-designated days when formal meetings are not scheduled.

CALL QUALITY STANDARDS

All Customer Care Employees are expected to complete administrative support duties efficiently and in a timely matter. Those duties include, but are not limited to payroll, data entry, email communication, running various reports and virtual filing. Submitted work will be reviewed regularly for errors and inconsistencies and can result in disciplinary action. Attendance, Notifications, Cisco Logins and Payroll are amongst the top job competencies that will be examined for proficiency. Employees will receive a verbal warning, coaching or written warning for continued professional negligence.

Employees must meet Customer Care telephone performance standards, which have been established to ensure customers receive superior service and have their needs met on a consistent basis. All Customer Care and Operations employees receiving calls will meet the established performance standards as outlined below. The Quality Control team will monitor quality performance standards daily and develop monthly reports analyzing adherence.

- Adhere to 7.25 hours of active login time.
- Adhere to no more than 1.75 hours of 'Not Ready' time.
- Comply with Customer Care departmental metrics.
- Execute Client Policy and Procedures by providing service in accordance with standard department policy and procedures for call handling.

If the above monthly Customer Care performance standards are not met, Customer Care management may submit a Prescriptive Plan of Assistance (PPA) and refer the employee for additional training with the Quality Control Team. The PPA will describe which standards were not met and provide a plan of action to ensure enhanced quality going forward. After failing to show improvement following the implementation of the PPA and additional coaching and training, employees may be subject to disciplinary action, up to and including suspension and/or termination of employment.



CUSTOMER CARE AND OPERATIONS CAREER PROGRESSION LADDERS

CUSTOMER CARE ADMINISTRATION

Job Title	Pay Grade
General Manager, Customer Care & Operations	34
Document Control Administrator	28
Executive Administrative Assistant	25

INFORMATION SERVICES

Job Title	Pay Grade
Business Manager , Facilities Services	30
Manager, IT	T14
Sr. Business Analyst	26
Business Analyst	24

CUSTOMER CARE & OPERATIONS

Job Title	Pay Grade
Senior Manager, Customer Care & Operations	32
Business Operations Team Lead	25
Sr. Customer Service Representative	23
Customer Service Representative	22





EMPLOYEE ACKNOWLEDGMENT FORM

The Business Operations Employee Handbook is designed to provide important, useful, and accessible information about the Houston Independent School District and Business Operations. As an employee, I understand that I am responsible for consulting my immediate supervisor or department manager regarding any questions that are not addressed in this handbook.

Provisions and information outlined in this handbook are intended to be informational and not contractual in nature. Therefore, this handbook is not and shall not be construed to constitute a contract between the Houston Independent School District and any employee. The district and/or Business Operations hereby reserves and retains the right to alter, amend, change, delete, or modify any of the provisions of this handbook at any time, without notice, in any manner that the administration or the Board of Education deems to be in the best interest of the district.

Please sign and give this completed form to your immediate supervisor or department manager.

By receiving this handbook, I am accepting responsibility for: 1) following all HISD policies and procedures as outlined in this handbook; 2) adhering to the HISD Board Policies ; 3) having access to and knowledge of the HISD web site (HoustonISD.org); and 4) respecting other policies and guidelines of the district and Business Operations.

Employee Name – PRINT

Employee ID #

Employee Signature

Date

This Employee Acknowledgement Form will be placed in the employee's file within the HISD Human Resource Department.
Copies also will be retained in the employee's current department and provided to the employee.





