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Ponca City Main Street

Employee Handbook

**Employee Handbook Acknowledgment and Receipt**

I have received my copy of the Employee Handbook.

The employee handbook describes important information about Ponca City Main Street (PCMS). I understand that I should consult the Executive Director regarding any questions not answered in the handbook. I have entered into my employment relationship with PCMS voluntarily and acknowledge that there is no specified length of employment. Accordingly, either I or PCMS can terminate the relationship at will, with or without cause, at any time.

I understand that this handbook contains general information and guidelines and that it is not intended to address all possible applications. I further understand and agree that only the PCMS Board of Directors has any authority to enter into any agreement for employment other than at will; and that such agreement must be in writing signed by the PCMS Board Chair.

This handbook and the policies and procedures contained herein supersede any and all prior practices, oral or written representations, or statements regarding the terms and conditions of my employment with PCMS. By distributing this handbook, PCMS expressly revokes any and all previous policies and procedures that are inconsistent with those contained herein.

I understand that, except for employment-at-will status, any and all policies and practices may be changed at any time by PCMS, and PCMS reserves the right to change my hours, wages and working conditions at any time. All such changes will be communicated through official notices, and I understand that revised information may supersede, modify or eliminate existing policies. Only the PCMS Board of Directors has the ability to adopt any revisions to the policies in this handbook.

I understand and agree that nothing in the Employee Handbook creates, or is intended to create, a promise or representation of continued employment and that employment at PCMS is employment at will, which may be terminated at the will of either PCMS or myself. Furthermore, I acknowledge that this handbook is neither a contract of employment nor a legal document. I understand and agree that employment and compensation may be terminated with or without cause and with or without notice at any time by PCMS or myself.

I have received the handbook, and I understand that it is my responsibility to read and comply with the policies contained in this handbook and any revisions made to it.

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Employee’s Signature

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Employee’s Name (Print)

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date

**TO BE PLACED IN EMPLOYEE'S PERSONNEL FILE** ­­­­

**Ponca City Main Street**

**Administrative Assistant Job Description**

The role of the Administrative Assistant is to work to support the daily operations of the program and to assist the Executive Director in tasks that support the work of the program.

The ideal candidate is a high-energy individual with excellent organizational skills, a strong attention to detail and the ability to communicate effectively in both written and verbal communications.

Responsibilities:

* **Field inbound communications** - Answer phone calls/general email inquiries and route to the appropriate internal parties as needed.
* **Coordinate scheduling** - Set up meetings based on cross-functional availability for both internal and external stakeholders.
* **Organize internal resources** - Build out and maintain processes to keepfiles and office supplies organized and easily accessible.
* **Liaise with visitors** - Act as point person for office guests.
* **Communicate policies and procedures** - Alert employees of new processes, rules and regulations.
* **Facilitate executive-level operations** -Book travel, submit expense reports and send communications for high-level staff as needed.
* **Manage social media –**Post relevant content to social media accounts.
* **Basic bookkeeping & accounting –** liaise with accountant, pay bills, keep financial information filed & in order.
* **Attend / work Main Street events as needed.**

**WORKPLACE EXPECTATIONS**

**Attendance and Punctuality**

Time-off must be scheduled with the Executive Director in advance. Un-paid sick leave may be used in the case of emergency or sudden illness without prior scheduling. Patterns of absenteeism or tardiness may result in discipline.

Not reporting to work and not calling to report the absence is a no-call/no-show and is a serious matter. The first instance of a no call/no show will result in a final written warning. The second separate offense may result in termination of employment with no additional disciplinary steps. **A no call/no show lasting three days may be considered job abandonment and may be deemed an employee’s voluntary resignation of employment.**

**Electronic Communication and Internet Use**

The following guidelines have been established for using the Internet, PCMS-provided cell phones and e-mail in an appropriate, ethical and professional manner:

* Internet, PCMS-provided equipment (e.g., cell phone, laptops, computers) and services may not be used for transmitting, retrieving or storing any communications of a defamatory, discriminatory, harassing or pornographic nature.
* The following actions are forbidden: using disparaging, abusive, profane or offensive language; creating, viewing or displaying materials that might adversely or negatively reflect upon PCMS or be contrary to PCMS’s best interests; and engaging in any illegal activities, including piracy, cracking, extortion, blackmail, copyright infringement, and unauthorized access of any computers and PCMS-provided equipment such as cell phones and laptops.
* Employees may not copy, retrieve, modify or forward copyrighted materials, except with permission or as a single copy to reference only.
* Employees must not use the system in a way that disrupts its use by others.
* Employees should not open suspicious e-mails, pop-ups or downloads.
* Internal and external e-mails are considered business records and may be subject to discovery in the event of litigation. Be aware of this possibility when sending e-mail within and outside of PCMS.
* All PCMS-supplied technology and PCMS-related work records belong to the company and not to the employee.

**Employee Personnel Files**

Employee files are maintained by PCMS and are considered confidential.

Personnel file access by current employees and former employees for their records, upon request, will generally be permitted within three days of the request unless otherwise required under state law. Personnel files are to be reviewed in the PCMS offices. Personnel files may not be taken outside the PCMS office.

Representatives of government or law enforcement agencies, in the course of their duties, may be allowed access to file information.

**COMPENSATION**

**Performance and Salary Review**

Performance appraisals are conducted on an annual cycle. Employees will receive a performance review within the first 90 days of being hired and at least once per year thereafter. The performance appraisal will be discussed, and both the employee and manager will sign the form to ensure that all strengths, areas for improvement and job goals for the next review period have been clearly communicated. Performance evaluation forms will be retained in the employee’s personnel file.

Merit increases are based on performance and are not guaranteed. A performance review does not always result in an automatic salary increase. The employee’s overall performance and salary level relative to his/her position responsibilities are evaluated to determine if a salary increase would be warranted.

**Payment of Wages**

Wages will be paid twice each month, on the 15th day and on the final day of each month.

If the normal payday falls on a PCMS-recognized holiday or weekend, paychecks will be distributed on or before the last working day prior to the holiday or weekend.

Employees will be paid by check unless other arrangements are made and approved by the Executive Director.

If an employee's marital status changes or the number of exemptions previously claimed increases or decreases, a new Form W-4 must be submitted.

**Employee Travel and Reimbursement**

Employees will be reimbursed for reasonable expenses incurred in connection with approved travel on behalf of the PCMS.

Travel for staff must be authorized in advance. Travelers should verify that planned travel is eligible for reimbursement before making travel arrangements. Upon completion of the trip, the traveler must submit supporting documentation to obtain reimbursement of expenses.

**Separation of Employment**

Separation of employment within an organization can occur for several different reasons.

* **Resignation:** Although we hope your employment with us will be a mutually rewarding experience, we understand that varying circumstances cause employees to voluntarily resign employment. Resigning employees are encouraged to provide two weeks’ notice, preferably in writing, to facilitate a smooth transition out of the organization. Management reserves the right to provide an employee with two weeks’ pay in lieu of notice in situations where job or business needs warrant such action. If an employee provides less notice than requested, the employer may deem the individual to be ineligible for rehire depending on the circumstances regarding the notice given.
* **Job abandonment:** Employees who fail to report to work or contact their supervisor for three (3) consecutive workdays shall be considered to have abandoned the job without notice, effective at the end of their normal shift on the third day. Employees who are separated due to job abandonment are ineligible to receive accrued benefits and are ineligible for rehire.
* **Termination:** Employees of PCMS are employed on an at-will basis, and PCMS retains the right to terminate an employee at any time.

Return of PCMS Property

The separating employee must return all PCMS property at the time of separation, including uniforms, cell phones, keys, PCs and identification cards. Failure to return some items may result in deductions from the final paycheck. An employee will be required to sign the Wage Deduction Authorization Agreement to deduct the costs of such items from the final paycheck.

The separating employee shall contact the Executive Director as soon as notice is given to schedule an exit interview. The interview will be on the employee’s last day of work or another day, as mutually agreed on. Accrued vacation leave will be paid in the last paycheck.

Rehire

An applicant or employee who is terminated for violating policy or who resigned in lieu of termination from employment due to a policy violation will be ineligible for rehire. Former employees who left PCMS in good standing and were classified as eligible for rehire may be considered for reemployment. An application must be submitted to the Executive Director, and the applicant must meet all minimum qualifications and requirements of the position, including any qualifying exam, when required.

**Workers’ Compensation Benefits**

PCMS is covered under statutory state workers' compensation laws. Employees who sustain work-related injuries must immediately notify their department supervisor.

**Holidays**

PCMS recognizes the following holidays each year:

* New Year’s Day
* Martin Luther King Jr. Day
* Presidents’ Day
* Memorial Day
* Independence Day
* Labor Day
* Thanksgiving Day
* Day After Thanksgiving
* Christmas Eve
* Christmas Day