



**OPERATIONS MANUAL
SUPPLEMENT TO
THE EMPLOYEE HANDBOOK
JULY 2021**

I. DEFINITIONS

ADMINISTRATOR. The City Administrator who is the chief administrative officer of the City government who is directly responsible to the City Council for the proper administration of all governmental services and affairs of the City, or the Administrator's designee.

ALLOCATION. The original assignment of a position as the proper class in accordance with the duties performed, and the authority and responsibility exercised.

ANNIVERSARY DATE. The date an employee achieves regular status in a class of work or becomes eligible for a performance increment.

APPEAL. A request by an employee to a supervisor, department head, or the Administrator for consideration of a decision or ruling on a problem or situation.

APPOINTMENT. The placement of a qualified individual in an authorized position.

Regular. The appointment to a continuing full or part-time position, beginning with the date that the employee satisfactorily completes a *probationary period*.

Full-time. The appointment to a continuing position where an employee works the normal full workday or shift in the full work week.

Part-time. The appointment to a continuing position where an employee is expected to work less than the normal full-time workday or work week.

Probationary. The initial appointment to a full or part-time position as a result of entrance into the service, *promotion* or re-employment.

Temporary. The limited-term appointment to a full or part-time position established for a limited duration. The individual must possess the minimum qualifications established for the class.

BASE RATE OR SALARY. An amount of gross compensation paid for a particular class of work, exclusive of any fringe benefits or special compensation.

CALENDAR YEAR. A twelve (12) month period beginning January 1 and ending December 31.

CITY SERVICE. All positions in the City government subject to the supervising authority of the Administrator.

CLASS. One or more positions which are sufficiently alike with respect to duties and responsibilities to warrant using the same title, basic qualifications, examination, and pay range.

CLASS CODE. The number assigned to a specific class for administrative purposes.

CLASS DESCRIPTION. A written description of a class containing the title; a statement about the nature of work indicating the duties and responsibilities; representative examples of work; and general minimum recruiting qualifications.

CLASS SERIES. Two or more classes within the same occupation or discipline representing progressively different level of duties and responsibilities.

CLASSIFICATION PLAN. The orderly arrangement of positions within the city service into separate and distinct classes, so that each will contain those positions which involve substantially similar duties and responsibilities.

COMPENSATORY TIME. Paid time off granted in lieu of monetary payment for work performed either on an authorized overtime basis or work performed on a holiday which is normally scheduled as a day off.

DEMOTION. The assignment of an employee from a position in a given class to a position in a different class with a lower maximum rate of pay. A demotion may be voluntary, involuntary or the result from a reallocation of a position.

DEPARTMENT HEAD. The City Recorder and those persons who are appointed by the Administrator as the principal employee of a department for the discharge of duties provided by law or particular delegated functions.

DISCIPLINARY ACTION. The action taken to discipline an employee may include any action from a verbal or written reprimand or warning, suspension, demotion, or dismissal because of conduct detrimental to the city government.

DISMISSAL (DISCHARGE). The involuntary termination of an employee from the city service for disciplinary reasons.

ENTRANCE LIST. An inventory of prequalified applicants who have been tested and interviewed whom may or may not be qualified to fill future similar vacancies as Regular or Temporary employees as approved by the Administration Office.

EMPLOYEE. An individual who is legally employed in an authorized position in the city service.

EMPLOYEE STATUS. The employment status in which an employee serves while in the city service, as determined by the nature and classification of the position.

Full-time. An employee who is employed to function an average of forty (40) hours per week, or an average of thirty-five (35) hours per week if assigned certain clerical work, or an average of forty-two (42) hours per week if assigned to a 24-hour workday for fire suppression.

Part-time. An employee who is employed to function for less than an average of forty (40) hours per week or less than an average of thirty-five (35) hours per week if assigned certain clerical work, or less than an average of forty-two (42) hours per week if assigned to 24-hour fire suppression shifts.

Regular. An employee who has successfully completed an introductory period for the class of position assigned.

Introductory Period. An employee who has not completed a probationary period for the position assigned.

Temporary. An employee who meets the minimum qualifications for, and has been appointed to a position, for a limited period. A temporary employee is not eligible for regular employee benefits.

Volunteer. A person who volunteers time and labor to the city without remuneration, other than reimbursement of expenses, reasonable benefits and nominal compensation.

EMPLOYMENT DATE. The date an employee begins employment with the city in a regular budgeted position and which is used for determining leave accrual, retirement and length of City service.

EXAMINATION. All tests of fitness that are applied to determine eligibility of applicants for a class of position in the City service. Examinations may be:

Open competitive. Open to all persons meeting the minimum qualifications for the class.

Promotional. Open to regular employees in the city service or an organizational work unit meeting the minimum qualifications.

FISCAL (BUDGET) YEAR. A twelve (12) month period beginning July 1 and ending June 30.

GRIEVANCE. An issue raised by an employee relating to the interpretation of rights, benefits and conditions of employment as contained in the Personnel Manual or regulations adopted thereunder or regulations of a city department for whom the employee works.

IMMEDIATE FAMILY. As defined in Sections 10.05(d) Sick Leave and 11.04 (d)(2) Funeral Leave.

INTRODUCTORY PERIOD. A working test period which is part of the examination process when an employee demonstrates fitness and ability to perform the work of the position.

LAYOFF. The involuntary termination of an employee because of lack of work, lack of funds, abolishment of a position, or other reasons not reflecting discredit upon an employee.

LEAD WORKER. An employee delegated limited supervisory duties by a Department Head.

LEAVE OF ABSENCE. Time off from work for reasons within the scope and purpose of these rules upon prior approval of the Administrator.

NON-REPRESENTED PERSONNEL: Exempt or non-exempt employees not represented under an association or union collective bargaining agreement.

OCCUPATIONAL DISABILITY. Disability from an injury or disease suffered or contracted by the employee as a result of the performance of assigned duties as defined in ORS 656.005(8)(a) and 656.802.

OVERTIME. Except for employees working a 24-hour shift, time worked in excess of forty (40) hours per work week. For employees working a 24-hour shift, time worked in excess of 212 hours in a twenty-eight (28) day period. Overtime definition is subject to collective bargaining agreement.

PAY PLAN. The schedule of pay ranges and rates for all classes of positions in the City service, the corresponding fringe benefits, and the appropriate rules.

PAY RANGE. The progressive series of minimum, intermediate and maximum steps of pay rates from a schedule of pay ranges to which a class is assigned.

PAY RATE. A specific dollar amount, expressed as an annual rate, monthly rate, bi-weekly rate, weekly rate, or hourly rate as shown in a pay schedule for the city.

PERSONNEL ACTION. Any action taken affecting the status of an employee or a position.

Employee Actions. Refer to appointments, compensation, promotions, demotion, transfer, separation from service or any other action affecting the status of employment.

Position Actions. Refer to the establishment, reclassification, relocation and abolishment of a position.

PERSONNEL FILE (RECORD). Those records of employees maintained by the City Recorder.

PERFORMANCE EVALUATION. A periodic review of an employee's work performance relative to predetermined job requirements of the position.

POSITION. A group of current duties and responsibilities assigned by competent authority, requiring the full-time or part-time employment of one or more employees.

POSITION DESCRIPTION. A standard form, approved by the Administrator, which specifically elaborates on the duties and responsibilities of an existing or proposed position.

POSITION STATUS. The budgetary status of an authorized position in the city service, which may determine an employee's status. Please see Employee Status.

PROMOTION. A change in status of a regular employee from a position in one class to another class, with a higher rate of pay.

RECLASSIFICATION. A change in classification of a position by raising it to a higher, reducing it to a lower, or changing it to another class of the same level on the basis of significant changes in the kind or difficulty of the duties in such position, or because of an amendment to the classification plan.

REINSTATEMENT. The re-appointment of a former employee, who terminated in good standing, to the same or comparable class or position within one year after separation.

SEPARATION. The removal of an employee from the payroll for either voluntary or involuntary reasons, to include resignation, layoff, retirement, death or dismissal.

SUSPENSION. An involuntary absence with or without pay authorized by the Administrator for disciplinary reasons.

TERMINATION. The permanent cessation of employment with the city including resignation, retirement, lay off, death or dismissal.

TRANSFER. The movement of an employee from one position to another position which has the same or comparable classification and salary.

WORKDAY. The regularly scheduled number of hours an employee is required to work per day.

WORK WEEK. The regularly scheduled number of hours an employee is required to work during a 168-hour period in a work week.

VACANCY. An established budgeted position which is not occupied and for which funds have been appropriated.

II. ETIQUETTE

PERSONAL CONTACT: There is a tendency to be less formal or careful when using e-mail. Direct person-to-person contact is best for handling sensitive, difficult, complex or emotional issues.

E-MAIL IS PUBLIC: Assume the messages you send and receive are permanent and public. Do not say anything in an e-mail message that you would not want to be made public or forwarded to others.

RESPOND SWIFTLY: Citizens and staff use e-mail because they wish a quick response. Each e-mail message should be replied to within 24 hours, and preferably the same working day. If the message is complicated, send a response that you received the message and that you will get back to them.

E-MAIL IS NOT CONFIDENTIAL: Sending an e-mail is like sending a postcard. If you do not want your message to be displayed on a bulletin board, do not send it. Never make libelous, sexist or racially discriminating comments in an e-mail message. Do not send or forward e-mails containing libelous, defamatory, offensive, racist or obscene remarks. By sending or forwarding even one such message, the city could face charges resulting in multi-million dollar penalties.

BE CONCISE: Do not make an e-mail message longer than it needs to be. For some individuals, reading an e-mail may be harder than reading printed communication. E-mail requires a different kind of writing than letters.

FLAMING: Do not send messages in anger. Wait and think about what you want to say before responding. Messages sent in anger only "fuel the flames" and are usually regretted later.

FILES: Do not attach unnecessary files. Only send attachments when they are productive and necessary. Large attachments can bring down a mail system.

REPLY TO ALL: Only use "Reply to All" if you really need your message to be seen by each person who received the original message.

FORMATTING: When you use formatting, the receiver may not be able to view formatting or might see different fonts than you intended.

RTF/HTML: When you send an e-mail in rich text format or HTML, the receiver might only be able to receive plain text. In this case, the recipient will receive your message as a .txt attachment.

CHAIN LETTER: Do not forward chain letters.

COPYING: Do not copy a message or attachment belonging to another user without permission of the originator. If you do not ask permission first, you may be infringing on copyright laws.

SUBJECT LINE: Use a subject line that is meaningful to the recipient as well as to you. Often this is the only clue the recipient has about the content when filing and searching for messages.

TENSE: Use active voice. "Our department will contact you today" sounds better than "You will be contacted."

SPAM: Do not reply to spam or "unsubscribe" which confirms your e-mail address. Delete spam or use software to remove spam.

COPY FIELD: Use the "cc" field sparingly unless the recipient knows why they are receiving a copy of the message. Do not include a person in the "cc" field unless there is a particular reason.

SIGNATURE: Use a signature if you can. Make sure it identifies who you are and includes alternative means of contacting you (phone & fax).

COURTESY: Do not forget to say "please" if you are asking for something, and "thank you" if someone does something for you.

III. RECRUITMENT AND SELECTION PROVISIONS

POLICY. The City is firmly committed to recruiting the best and most qualified persons available for positions in the City service using recruiting practices based on the guidelines of Federal and State regulations concerning hiring. The City is committed to the principle of career development for its employees and will carefully consider their applications in instances of promotional opportunities.

PURPOSE. The recruitment provisions shall establish consistent guidelines for recruiting persons for vacant positions in the City service. These guidelines shall be followed for all recruiting efforts, unless specifically waived by the Administrator due to unusual circumstances. These guidelines are to provide an orderly procedure and eliminate misunderstanding in the recruiting process.

EQUAL EMPLOYMENT OPPORTUNITY EMPLOYER. The City is an equal opportunity employer and is committed to prohibiting discrimination in employment on the basis of race, color, sex, age, religion, national origin, political affiliation, non-disqualifying disability, or any other protected class or work relationship. Notices of City employment opportunities for non-city employees shall be publicized widely in accordance with state and federal equal opportunity guidelines. All recruiting announcements shall include the phrase "An Equal Opportunity Employer."

RECRUITING AUTHORIZATION AND ANNOUNCEMENTS.

- (a) No vacant position shall be filled without prior written authorization of the Administrator.
- (b) Notices of employment opportunities in the classified & non-classified service shall be publicized by the Administrative Office. At its discretion, the Administrative office may allow a Department Head to post vacancies and recruit for candidates internally only, externally only or both internally and externally. All recruitments will comply with any collective bargaining agreements which require that internal candidates receive preference for seniority or some other specified basis.

Admin may choose to advertise in writing, by posting notices and by using available media and/or the Internet at Administrations discretion.

The vacant position may be filled by either a transfer or promotion of an employee or recruitment of a new employee.

All information regarding recruitment shall be approved by the Administrative Office.

- (c) **Veteran Preference Points.** Veteran preference points will be awarded as required by ORS 408.230. To receive Veteran preference point's applicants must follow the guidelines outlined in the City Employment Application.

APPLICATION. The Cities application form shall be provided solely by the Administrative Office. Applications will be provided in person or by downloading from the City of

Oakridge website.. Applications shall only be accepted for specific, advertised and available positions. Assistance in completing applications is available for those requiring ADA accommodation. Admin shall be responsible for the recruitment process.

The Department Head shall establish a process for review of applications to ascertain the applicants' qualifications for the position

Rejected applications shall be kept by the Department Head in accordance with the records retention schedule promulgated by the State Archivist, OAR 166-200-0090 (18). The Department Head will prepare the appropriate notification to all rejected applicants.

REASONABLE ACCOMMODATIONS.

It is the policy of the City to provide reasonable accommodations for qualified persons with disabilities who are employees or applicants for employment. This organization will adhere to all applicable federal, state and local laws, regulations and guidelines with respect to providing reasonable accommodations as required to afford equal employment opportunity to qualified individuals with disabilities. Reasonable accommodations shall be provided in a timely and cost-effective manner.

SELECTION PROVISIONS

POLICY. The City is firmly committed to selecting and employing the best and most qualified candidates for positions in the City service. The City is committed to the principle of career development for its employees and will carefully consider them for promotional opportunities.

PURPOSE. The selection provisions shall establish consistent guidelines for selecting candidates for vacant positions in the City service. These guidelines shall be followed for all selection efforts, unless specifically waived by the Administrator due to unusual circumstances. The guidelines are to provide an orderly procedure and eliminate misunderstanding in the selection process.

SELECTION PROCEDURE. The Administrator shall determine the selection procedure which will best serve the interest of the City service. The selection procedure used shall be impartial, of a practical nature and shall relate to those subjects which fairly measure the relative capacities of the qualified candidates to perform the duties and responsibilities of the position. Applications may be limited to employees of the City or of the Department in which the vacancy exists, or may be made available to all qualified persons who apply in advance of the prescribed closing date.

PRE-EMPLOYMENT AND POST-EMPLOYMENT EVALUATIONS. As part of the overall employment procedure, the extent of the background process will be job related. For example, a safety sensitive position may include a pre-employment drug test, a criminal check and a reference check. A non- safety sensitive position may include a criminal and a reference check.

APPOINTMENT PROVISIONS

VERIFICATION. No person may be appointed to a position in the City service unless verified information on an official application form indicates that the applicant has the minimum qualifications set forth in the class description for the position.

APPOINTMENTS. The qualifications of an application for a position in either the classified or non-classified service shall be ascertained on the basis of one or more of the following:

- (a) Information the applicant supplies on the application form;
- (b) Written, performance or physical tests or examinations;
- (c) Requirements for certification under state law;
- (d) Interview;
- (e) Background investigation;
- (f) Other related requirements.

The initial offer of employment will come from the Department Head with approval from City Administrator. The final offer of employment will be confirmed by the Administrative Office upon successful completion of the background.

RESIDENCY REQUIREMENTS. Employees whose jobs require them to respond on an emergency basis shall live within a 30 minute response time. This requirement is meant to protect the health, safety, and welfare of the citizens of Oakridge.

IV. POSITION CLASSIFICATION PLAN

PURPOSE. The classification plan is an administrative tool of wide usefulness and value. The plan provides a system of standardized titles and common job language that is critical to the effective administration of personnel activities such as:

- (a) Establishing fair and equitable rates of pay.
- (b) Developing recruitment and valid selection programs.
- (c) Establishing job performance standards.
- (d) Establishing appropriate lines of promotional opportunities.
- (e) Developing employee training programs.
- (f) Facilitating manpower planning and budgeting activities.

THE CLASSIFICATION PLAN. The classification plan consists of the grouping of like positions into appropriate classes which are sufficiently similar with respect to duties, responsibilities and level of work performed. The plan shall also include appropriate provisions for its administration, as set forth under these rules.

CLASS DESCRIPTION (SPECIFICATION). Class descriptions are written statements of each class included in the classification plan. Descriptions shall include a class title, a statement describing the nature and distinguishing characteristics inherent in the work of positions in the class, representative examples of work performed, and minimum qualifications (knowledge, abilities or skills and experience or education) that a person should possess to perform the work with reasonable prospects of success. Necessary legal requirements, where appropriate, such as licensure or certification, shall also be included.

INTERPRETATION OF CLASS DESCRIPTIONS. When determining the class to which any position should be allocated, the statements describing each class shall be considered as a whole. The use of a particular expression or illustration as to duties shall not be held to exclude others not mentioned that are of similar kind or quality, nor shall any specific omission necessarily mean that such a factor is not included.

- (a) **Minimum Qualifications.** The minimum qualifications in a class shall relate to the reasonable standards of experience and training expected at the time of original appointment of a new employee and shall not be construed as representing qualifications of employees already working in the class. The stated minimum qualifications are not intended to be restrictive, but are to be used as a guide for interpreting any kind of formal education, training, work experience, or other capabilities which have resulted in the attainment of knowledge, abilities and skills relevant to the work of the class.
- (b) **Class Title.** The class title shall be the official title of every position allocated to the class for the purpose of personnel actions and shall be used on all payrolls, budget estimates and official records and reports relating to the position. Any other working title desired and authorized to be used by the Administrator may be used as a designation of any position for purposes of internal administration or in contacts with the public.

DEVELOPMENT AND ADOPTION. The Administrator shall develop a uniform classification plan in compliance with the Oregon pay Equity Act through hearing

suggestions; ascertaining the actual duties, tasks and responsibilities of all City positions; and having class descriptions and appropriate rules prepared. The plan shall be adopted by the Administrator.

ADMINISTRATION The Administrator shall have the responsibility for the overall administration of the classification plan.

- (a) The Administrator shall periodically review the plan or individual positions and may add, combine, divide or abolish classes or revise descriptions of existing classes or establish new classes as the needs of the City service dictate.
- (b) Each City Department Head shall supply or keep current written position descriptions for each authorized or proposed position in the department on forms prescribed by the Administrator.
- (c) The Administrator shall authorize the allocation of each City position to an appropriate classification, notifying the department and employee.
- (d) Position classification actions normally will be effective on the first day following authorization by the Administrator.

STATUS OF INCUMBENT IN A RECLASSIFIED POSITION. If a position is reclassified, the incumbent in the position may be promoted, transferred, demoted or separated, depending on the circumstance surrounding the reclassification and the qualification requirements of the position. The actions listed below describe how reclassifications are handled by the City generally. Specific circumstances may change how the City handles certain reclassifications.

- (a) An incumbent in a position reclassified to a higher level class may be required to meet the minimum qualifications of the higher class and undergo a prescribed test. Tests may include written, oral, performance, review of qualifications, or any other components or combinations as authorized by the Administrator.
- (b) An incumbent failing to meet the minimum qualifications of the higher class may be considered for transfer, demotion, or separation from City service in accordance with the provisions of these rules.
- (c) An incumbent in a position reclassified to a class at the same level may be required to meet the minimum qualifications of the new classification; otherwise the incumbent shall be considered for transfer, demotion, or separation.
- (d) An incumbent in a position reclassified to a lower level class may be offered transfer to a vacancy, if one exists, in the original classification or similar position for which the employee is qualified. If no vacancy exists, the incumbent may remain in the reclassified position.

EMPLOYMENT CLASSIFICATIONS. Employee status is categorized to make distinctions in benefits and other employment conditions and to aid in a better understanding of employment relationships within the City of Oakridge. Such classifications do not grant an employee any rights to that position. Employees may be considered as introductory, full-time, part-time, temporary, or on-call. The following definitions apply:

Introductory Status: Newly hired or promoted employees within the introductory period. Newly hired employees normally earn, but cannot use, vacation benefits.

Regular Full-time: An employee who has successfully passed the introductory period and is regularly scheduled to work 40 hours or more per week. Classification normally is eligible for benefits.

Regular Part-time: An employee who is regularly scheduled to work at least 20 but less than 40 hours per week. Classification normally is eligible for benefits, though they may be on pro-rata basis and subject to the benefit providers rules.

Temporary: An employee who is hired for a short period of time, usually no more than six months. This classification is generally not eligible for benefits.

On-Call: An employee who is regularly scheduled to work less than 20 hours per week, or who does not have a set schedule, or who works only when called upon. This classification is generally not eligible for benefits.

Employees are further classified according to federal and state wage and hour laws as exempt or non-exempt, as described below. The City Administrator will make the appropriate designation regarding the status for each position. If you are uncertain as to your status, ask your supervisor/manager. If you have questions regarding the classification of your position as exempt or non-exempt, or feel that it has not been properly classified, please discuss the matter with the City Administrator.

Exempt: An employee who is exempt from the overtime pay requirements under federal and state wage and hour laws. Exempt employees typically include managers, executives, supervisors, professional staff, and others who are paid on a salaried basis and whose duties and responsibilities allow them to be exempt under federal and state law. In order to be classified as exempt, a position must meet the guidelines as defined by the Fair Labor Standards Act (FLSA) and Oregon wage and hour laws.

Non-exempt: An employee whose job calls for overtime payment as appropriate under state and federal regulations. Non-exempt employees are usually paid on an hourly basis and are generally assigned a regular work shift of not more than 40 hours per week; but may be required to work overtime. Non-exempt employees may be paid on a salaried basis, but are entitled to or to accrue compensatory time or are eligible to get additional overtime payment at a rate of one and one half times their regular rate for all hours worked over 40 within a workweek.

V. COMPENSATION PLAN

PURPOSE. The pay plan shall be to establish the framework for providing equal pay for equal work; in compliance with the Oregon Pay Equity Act. The pay plan will provide an appropriate salary structure to recruit and retain competent employees; to provide a means for rewarding employees for above average performance; to establish equitable internal relationships between classes; and to provide a basis for facilitating adjustments to meet changing economic and employment conditions. The pay plan is subject to amendment or adjustment by the City Administrator.

THE PAY PLAN. The pay plan shall be directly related to the classification plan and provide the basis of compensation for employees in the City service.

THE PAY SCHEDULE. The pay schedule lists the pay assigned to each position in annual, monthly, or hourly amounts. The complete schedule is designed to be adjusted uniformly by a percentage figure to reflect changes in economic conditions. Such adjustments are made at the discretion of the City Administrator for his hires and the City Council for the Administrator (merit based). (See Appendix F)

DEVELOPMENT AND ADOPTION. The Administrator shall be responsible for the development of a uniform and equitable pay plan for the City service based upon the classification plan.

- (a) During the development of the plan, the Administrator shall consider the principle of measuring the knowledge, skills, and abilities needed to adequately perform a job, as well as the relationship between classes, the relative difficulty, conditions and responsibility of work, and the financial policies and economic considerations of the City.
- (b) After study, inquiry and consultation, the Administrator with such assistance as required, shall prepare the pay plan for the various classes of work in the City service and present it to the City Council for adoption.

REVIEW AND REVISION. The Administrator shall, at least annually, review the pay plan and, if necessary, make revisions.

- (a) Revisions in the pay plan shall be made in the same manner as set forth in 3.04 of these rules. Any Department Head may initiate a written request, with justification, for revision of the plan to the Administrator.
- (b) The Administrator shall determine and recommend to the City Council the percentage of change to the pay schedule necessary to maintain currency with area economic conditions.
- (c) The pay schedule shall be adjusted upward or downward by the percentage figure approved by the Council. Employee rates shall be adjusted upward or downward by the same percentage figure, not to exceed the maximum rate of the assigned change.
- (d) The reassignment of a classification to a different pay rate may cause the base rate of employees occupying positions in that class to be adjusted as follows:

- (1) Reassignment to a higher *pay rate* may result in a pay increase, in an amount approved by the Administrator.
- (2) Reassignment to a lower *pay rate* may require that the *employee's* pay rate be reduced or that the employee be ineligible for any type of pay increase until the *employee's* base *pay rate* is less than that shown in the approved *pay plan*.

ADMINISTRATION. The *Administrator* shall be responsible for administering the *pay plan*. Pay for an *employee* shall be at a rate set forth in the pay schedule for the *class of position* the *employee* is occupying, unless a different rate is specifically authorized in these rules or by the *Administrator*.

- (a) **Pay for Promotion.** *Employees* promoted to a *class of position* with a higher *salary* rate shall receive the assigned rate.
- (b) **Pay for Demotion.** *Employees* who are demoted may be paid at the *pay rate* assigned the *position* to which demoted, provided the rate does not exceed the *employee's* previous rate.
- (c) **Pay for Transfer.** *Employees* who are transferred from one *position* to another in the same *class* or a comparable *class* shall receive no change in pay.
- (d) **Pay on Re-Employment (Re-Call).** *Regular employees* may be re-employed within one year from date of *layoff* at the current *pay rate* set forth in the pay schedule.
- (e) **Pay on Reinstatement.** *Regular employees* who terminate in good standing and seek *reinstatement*, within twelve (12) months from the date of *termination*, in the same or a lower classification may be appointed to the *position* at its approved *pay rate*. *Employees* seeking *reinstatement* after twelve (12) months or in a different *class series* will be considered new *employees* and 4.06(a) of these rules will apply.
- (f) **Pay During Military Leave.** *Employees* with six (6) months service who are members of the National Guard or of a reserve component of the Armed Forces of the United States, are entitled to a military *leave of absence* as provided in Section 11.05 of this Manual.
- (g) **Pay for Working Part-Time.** *Employees* working less than the standard *work week* shall be paid an hourly rate proportionate to the monthly rate of pay for *full-time* employment.
- (h) **Pay for Acting in Capacity.** *Employees* officially assigned to an "Acting in Capacity" status for thirty (30) consecutive *work days* shall be paid an additional percentage of their existing base pay for the added responsibility. For higher level, non-supervisory classifications, up to five (5) percent shall be paid; for supervisory or management classifications, up to ten (10) percent shall be paid. Assignments extending beyond the thirty (30) consecutive *work days* shall be paid at the *pay rate* for the *class* or at the above formula, whichever is greater.

- (i) **Pay for Overtime.** *Overtime* must be authorized. Overtime shall be paid at the rate of time and one-half of the *employee's* hourly *base rate*.
- (j) **Pay for Call Back.** *Employees* called back to work on off-duty hours due to an emergency or other urgent situation shall be paid for actual time worked in accordance with the *overtime* provision.
- (k) **Pay for Court Time.** *Employees* subpoenaed for court or other official reasons shall be paid at their standard rate of pay when participating during a prescribed *work day* or at the *overtime* rate when the *overtime* provision applies.
- (l) **Pay Upon Position Reclassification.** *Employees* whose *position* is reclassified shall be paid in accordance with these rules governing pay upon *promotion*, *demotion*, or *transfer*, whichever is applicable.
- (M) **Pay For Standby.** *All Employees*, union or non-union will be paid the current rate of standby pay as set forth in the current union contract for employees department.
- (N) **Pay for Longevity.** Represented and non-represented employees shall receive additional pay on their monthly salary for years of continuous service with the City as follows:
 - 6 years – 1.5%
 - 11 years – 2.0%
 - 18 years - 2.5%
 - 21 years - 3.0%

EFFECTIVE DATE OF PAY ADJUSTMENTS. All pay adjustments normally will be effective on the date such action officially takes place, as determined by the Administrator. The Administrator may authorize retroactive pay adjustments based on written justification and sufficiency of funds

USE OF SICK LEAVE FOR ON-THE-JOB INJURIES. When an employee takes sick leave from the City service because of a physical condition for which compensation is received from workers' compensation insurance provided by the City:

The pay from the City while on leave shall be at a rate that is the difference between the rate of the workers compensation payments and any other employee-purchased disability payments, and the employee's regular net pay (pay after all mandatory and regular voluntary deductions). The net pay check to the employee paid by the City will equal the employee's regular net pay minus workers compensation payments and other employee-purchased disability payments. If the total of workers compensation payments and any other employee-purchased disability payments, is greater than or equal to the employee's regular net pay, then the City will not pay additional monies.

Whenever the employee receives a workers compensation check:

- (1) The amount of the check and the period for which it represents payment shall be reported to the Administrator or his designee.

- (2) The check may in no event be endorsed over to the City. The City shall not accept such a check from the employee.

VI. COMMUNICABLE DISEASES

PURPOSE. This policy addresses employment, volunteer and citizen relations issues arising from communicable diseases in the workplace. It does not address communicable disease reporting or treatment.

- (a) **Workplace Contacts.** For some diseases, workplace transmission is—may be possible; the nature of each disease will determine the City’s response to infected employees, volunteers and citizens or members of the public.
- (b) The City recognizes that its employees, volunteers and the public are entitled to safety. Employees, volunteers and job applicants who are communicable disease carriers or afflicted with disease symptoms are entitled to compassion and legal protection against unlawful discrimination. Work restrictions may be imposed when a disease may be spread by an employee or volunteer during the course of their work. Based on these principles, the City has formulated this policy to:
 - (1) Prevent unlawful discrimination in hiring;
 - (2) Educate employees and volunteers about the ways communicable disease is, and is not, spread;
 - (3) Designate a contact person to whom concerned employees and volunteers can go for information;
 - (4) Assure the confidentiality of information about any employee or volunteer who contracts a communicable disease;
 - (5) Address employment and volunteer status-related concerns of infected employees and volunteers;
 - (6) Require medical assessment of employees and volunteers if an employee or volunteer is known to have a communicable disease, or if there is a reasonable belief that the employee or volunteer has a communicable disease;
 - (7). Assure that the public is accommodated and that risks to health are minimized;
 - (8) Provide for technical assistance on infection control issues;
 - (9) Protect the health of employees and volunteers to the extent possible, through a program of universal precautions for blood borne diseases;
 - (10) Avoid disruption or interference with City operations that could result from unfounded health concerns; and
 - (11) Specify the oversight of communicable disease issues regarding employees and volunteers.

Designated Contact Person. The City will have a designated contact person who will be trained to address communicable disease concerns. At present this person is the City Administrator.

- (e) **Confidentiality.** City recognizes that certain health concerns of an employee or volunteer are confidential. Employees and volunteers who have been infected with or exposed to a communicable disease may contact the designated contact person confidentially. Medical information will be kept confidential, consistent with legal, medical and management practices. Employees and volunteers who obtain knowledge that an employee, volunteer or citizen is a communicable disease carrier or is afflicted with disease symptoms will maintain the confidentiality of such information, consistent with legal, medical, and management practices. Failure to do so may result in discipline.
- (f) **Employment of Infected Employees and volunteers.** Employees and volunteers who are infected with a communicable disease or afflicted with disease symptoms may contact the designated contact person for confidential information about the potential impact of their condition on their employment or volunteer status. Upon request, the designated contact person will assist concerned employees and volunteers in obtaining information about community resources and psychological counseling available to persons with a communicable disease and their families.

Any employee or volunteer with a known infectious disease for which there is a known risk of transmission to co-workers or the public may be:

- (1) Given reasonable accommodation within the work organization which, if accommodated, does not pose a risk of disease transmission, or
- (2) If no reasonable accommodation is possible, placed on sick leave, subject to policies on such leaves.

Any employee or volunteer with a known infectious disease for which there is no known risk of transmission in the workplace shall not be discriminated against in any manner due to the disease. If complications of the employee's illness could be caused by ordinary workplace conditions, reasonable accommodations may be made in job assignment to avoid those complications.

The reasonableness of any proposed accommodation will be determined by management and will take into consideration the health and safety of all employees, volunteers and the public.

Discrimination against such employees and volunteers on the basis of their disability will not be permitted. This does not preclude the City from protecting co-workers or the public from a communicable disease.

- (g) **Medical Assessment.** If City has a reasonable basis to believe that an employee or volunteer has an infectious disease which may pose a hazard to co-workers or the public, the Administrator or Department Head will request a medical assessment from the employee's or volunteer's physician. If in the Administrator or Department Head's judgment the medical assessment by the employee's or

volunteer's physician does not adequately resolve the issue of hazard, and following consultation with the County Health Officer, the Administrator or Department Head may require a second opinion from a physician selected by City. Any leave taken under the terms of this section for medical examinations will be an administrative leave with pay. To the extent not covered by the employee's or volunteer's medical insurance, the cost for medical examinations required under this section will be borne by City.

- (h) **Infected Citizens.** As a public service organization, City cannot discriminate against citizens on the basis of disability. If uniform health precautions are followed rigorously and routinely, then the risks of accidental infection will be minimized. The routine activities of citizens in dealings with City pose no measurable risk of blood borne infection to employees and volunteers. Discrimination against citizens with or suspected of infection will not be tolerated.
- (i) **Exposures.** In the event of exposure to body fluids under circumstances that could present a risk of infectious exposure, a report shall be made to the Administrator or Department Head as soon as possible. If confirmed, the Administrator or Department Head may solicit the cooperation of the source person through voluntary testing with informed consent. The Administrator or Department Head will insure that the employee or volunteer involved receives counseling appropriate for the circumstances. All testing will be preceded by informed consent and written authorization.
- (j) **Universal Health Precautions.** As recommended by public health authorities, the City will adhere to a program of universal precautions for protection against diseases spread by blood or bodily fluids. ("Bodily fluids" refers to fluids that may contain blood or feces; not urine, sweat, saliva or tears.) This means that, for safety purposes, employees and volunteers will operate on the assumption that all employees, volunteers and citizens are potential carriers of blood borne disease. Universal precautions protect against AIDS and many other diseases, such as Hepatitis B. The following general precautions will be followed:
 - (1) Any employee or volunteer cleaning up a spill of blood or bodily fluids or rendering emergency medical assistance will wear appropriate protective gear (such as latex gloves);
 - (2) An employee or volunteer rendering medical assistance which may expose the employee or volunteer to blood or bodily fluids will take precautions against contamination (such as wearing latex gloves while bandaging a bleeding wound, or using a disposable mouth piece for mouth-to-mouth resuscitation). An employee or volunteer exposed to blood or bodily fluids will scrub with soap and water;
 - (3) Protective equipment for medical emergencies will be provided by City and will be located in or near all first aid kits.

Any additional precautions applicable to specific job functions, as well as any further general precautions, will be conveyed through employee or volunteer training sessions, educational material, or more specific City policy.

(k) Business Disruptions Due to Unfounded Health Concerns. If an employee or volunteer refuses to work with an infected co-worker or serve an infected citizen, and the Administrator or Department Head decides that the co-worker or citizen poses no substantial threat to the health of others, continued refusal or a failure to work or other disruption of City services may result in discipline up to and including discharge. Harassment of known or suspected carriers is expressly prohibited and may result in discipline, including discharge.

(l) Oversight. It will be the responsibility of the Administrator or Department Head:

- (1)** To assure the proper posting of work rules and operational procedures to give each employee or volunteer advance notice of his or her obligations regarding the provision of services to infected citizens as well as safety procedures.
- (2)** To assure that safety procedures are in compliance with guidelines issued by the Centers for Disease Control (CDC) or the Oregon Health Division.
- (3)** To arrange for any specialized training that may be necessary in operational areas in which special risks may exist.
- (4)** To assure that equipment and materials are available to employees and volunteers necessary to adhere to required procedures.
- (5)** To assure that this policy is adhered to.

Complaints concerning any employee's or volunteer's failure to comply with this policy should be brought to the attention of a supervisor. Complaints may be raised by following procedures relating to Harassment or Problem Solving Process.

VII ACCOUNTING INTERNAL CONTROL POLICIES/PROCEDURES

The City of Oakridge's Internal Control Program incorporates the following:

Segmentation. Segmentation is the City's process of identifying programs and administrative functions necessary for the city to carry out its mission. The functions identified through this process are referred to as "departmental functions" and provide the framework for the implementation of the City's Internal Control Program.

Risk Assessment Surveys. Through the use of risk assessment surveys, the city monitors and evaluates its susceptibility to conscious or unintended abuses and reduced operational efficiencies. The city utilizes the CIS Best Practices Survey for Cities and Counties.

Internal Control Reviews. The City's internal control review analyzes procedures and policies to ensure they are functioning as intended and that they assist the City in meeting its objectives and goals. Examples of procedures and policies which may be reviewed include planning activities, program evaluations, the budget cycle, personnel transactions, information systems, cash activities, contract management and capital programs.

Training. Training is an ongoing component of the City's Internal Control program. The City may provide training in several formats, including formal training sessions, written guidelines and memoranda, short training films or reference materials. At appropriate intervals, the city will evaluate and sponsor training sessions on internal control practices. These sessions will provide updates on the status of the City's Internal Control Program. They will also present innovative ideas to enhance internal control and to identify control weaknesses.

PROGRAM OPERATIONS

The City of Oakridge's internal control system is the process which the City Administrator uses to provide reasonable assurance that the city and department goals and objectives will be achieved. The management of these business risks and dynamic processes change as personnel and circumstances change. The processes are monitored and reviewed as necessary. The system includes organizational design, written policies and procedures, actual operating practices, physical barriers to protect assets and all personnel. The City's system is designed to discourage occurrences of errors or irregularities and to identify, within a reasonable time frame, errors or irregularities that may occur. The City's internal control system encompasses a variety of internal controls such as background checks of prospective employees, locking the doors, and securing cash boxes when the office is closed for the evening. Although this internal control system is developed and monitored by the City's Administrator, each department manager is available to assist in reviewing the internal control system and making suggestions for improvement.

The City's internal control system provides for safeguarding of assets, proper recording of transactions, and the efficient and effective accomplishment of the departments and City's goals and objectives including compliance with federal and state rules and regulations.

(a) RESPONSIBILITY OF THE CITY'S INTERNAL CONTROLS

The City Administrator is responsible for the sound financial condition of the City, protection of the City's assets including its human resources, and compliance with federal and state rules, regulations, and procedures. He or she ensures that the funds entrusted to the City are used appropriately. Department managers overseen by the City

Administrators are responsible for the development, maintenance, documentation and enforcement of internal control systems; each supervisor is responsible for disseminating applicable internal control information and expectations to their direct reports.

The administrator can delegate some of the related duties but does not delegate accountability.

(b) THE IMPORTANCE OF THE CITY'S INTERNAL CONTROLS

The City's internal controls are essential to assuring the accomplishment of goals and objectives for the city. The controls provide reliable financial reporting for management decisions as well as ensuring compliance with applicable laws and regulations to avoid the risk of public scandals. The City strives for balance as excessive internal controls would reduce productivity, increase the complexity of processing transactions, increase the time required to process transactions and add no value to the activities.

COMPONENTS OF CITY'S INTERNAL CONTROLS

(a) Control Environment

The City's control environment includes the City Administrator's attitude which is then reflected in the employees' attitudes. The City Administrator's attitude supports ethical values and good business practices. The City Administrator promotes compliance of the City's policies and procedures through his or her actions as well as through department policies and procedures. He or she strives to ensure employees also support ethical values and have the technical competence for the position. Background checks are performed prior to hiring for all positions. Policies and procedures have been written and provided to all staff, with the expectations for compliance. The city has no tolerance for fraud or conflicts of interest. Disciplinary action will be taken according to the Personnel Manual and/or turned over to law enforcement if deemed applicable. Disciplinary actions will be consistently applied to all employees.

(b) Risk Assessment

The City Administrator and department managers identify and analyze relevant risks to the achievement of the departments and City's goals and objectives. They determine what can go wrong, what areas have the most risk, what assets are at risk, and who is in a position of risk. Risks for the departments and City which are applicable include but are not limited to:

- Public scandal.
- Revenues not received or if received, not recorded properly.
- Assets (financial, personnel, space, personal property) not used efficiently.
- Assets (financial, personnel, space, personal property) not used to accomplish departmental and City goals and objectives.
- Assets (financial, personnel, space, personal property) which may be diverted to personal use.
- Information used for decision making which may not be reliable, timely, or available.

(c) Control Activities

The City's control activities include those which provide a "reasonable" level of assurance that the goals and objectives of the city will be accomplished. Absolute assurance is not possible due to costs, collusion, human error, and management's ability to override controls. Control activities for the departments and City include but are not limited to:

- Authorizations to initiate or approve transactions are limited to department managers.
- Separations of duties within departments are distributed among staff; one employee does not have the responsibility for all phases of a transaction.
- Assets are physically secured.
- Access to the assets is limited to those who have a need.
- Reconciliations of assets to accounting records are prepared yearly, reviews are conducted periodically. Reconciling items are resolved timely.
- Large physical assets are counted periodically, and the results of the counts compared to accounting records. Discrepancies are reported and investigated.
- Transactions are properly documented, and the records retained in an organized manner.

(d) Information and communication system

The purpose of the City's information and communication system is to ensure all employees are aware of the departments and City's goals and objectives. The information is utilized to inform staff and provide directions on how those goals and objectives are to be accomplished. The system directs responsibility for specific tasks to individuals and directions to accomplish them. The information and communication system also provides the department managers and City Administrator with reports containing operational, financial, and compliance information to monitor the progress towards accomplishing the established goals and objectives. The system allows department managers and the Administrator to make appropriate decisions and changes as needed. Information and communication systems include but are not limited to:

- The City's written policies and procedures.
- The departments and City's goals and objectives.
- The departments and City's documented policies and procedures.
- Organization charts.
- Position descriptions.
- Performance evaluations.
- Training and cross-training programs.
- Periodic reports measuring progress toward the accomplishment of goals and objectives.
- Communication among employees.

(e) Monitoring

The department managers and City Administrator monitors activities to ensure that the internal control system is operating as expected focusing on high-risk areas. Changes in circumstances which may require changes to the internal control system are one such aspect of the monitoring process. Monitoring activities include but are not limited to:

- Spot checks of transactions to ensure compliance with policies and procedure.
- Reviews of financial reports such as comparisons of budgeted and actual revenues and expenditures and comparisons of current and prior months or years activities.
- Reviews of outstanding encumbrances.
- Reviews of high-risk accounts or records including payroll pay lists and employee leave records.
- Review of supporting documentation.
- Cash and other asset counts.
- Documentation of software licenses.
- Reviews of tangible personal property and the related records.
- Follow up of complaints, rumors and allegations.

When it is believed the City's, internal controls have been compromised or proven weak, increased compensating controls such as supervisory reviews will be initiated and changes made to ensure the City is meeting the desired outcome of protecting its assets and employees.

The City realizes poor internal controls can result in increased bureaucracy, reduced productivity, increased complexity, increased time to process transactions, and increased non-value activities. The city makes every effort to eliminate poor internal controls which will interfere with the accomplishment of the City's goals and objectives and allow for misuse or abuse of assets.

FRAUD

Fraud is a product of opportunity, pressures, and rationalization. The City's strong internal controls are an attempt to keep opportunities for fraud at a minimum. The city utilizes appropriate documentation and procedures to assist in the identification of a person who commits fraud. The system protects the City's assets and employees. Fraud symptoms identified by the city include but are not limited to:

- Missing or altered documents to support transactions.
- Excessive voided documents or transactions without supervisory approval.
- Transactions with inappropriate authorizations.
- Excessive complaints from customers or other employees.
- Unusual billing addresses or arrangements.
- Payments based on photocopied invoices or fabricated invoices.
- Vendor payments sent to an employee's address.
- An employee who:
 - Is living beyond his or her means.
 - Doesn't take a vacation.
 - Is dissatisfied with work.
 - Has expensive habits.
 - Has close relationships with customers or vendors.

The Administrator, when brought to his or her attention, feels that an employee may be misusing funds, will report the activity to the proper law enforcement agency for investigation.

Utility Billing System

The following is a description of the City of Oakridge's Utility Billing System. A new customer application is required, and a water deposit is charged to the customer. The clerk sends a service order to Public Works each afternoon which includes meters to read for customers ending/starting service during the month. Public Works employees take meter readings approximately the third week of each month. The readings are written by a public works employee into meter books. The meter readings are then entered into the City of Oakridge's computer by the utility billing clerk to update the customer files. From there, reports are generated in order for the utility billing clerk to analyze the current month's usage in comparison with the prior month. She looks for customers with zero or abnormal usage amounts and sends the Public Works employees out to re-read meters that had unusual readings, if needed. A monthly report will be prepared showing the actual revenue for the preceding month, the anticipated revenue for the upcoming month, and the number of accounts billed for the current month.

Billing adjustments are entered by the utility billing clerk. All adjustments must be approved by either the Public Works Director or the Finance Director depending on the reason for the adjustment. On a monthly basis, the Finance Director also reviews the total adjustments when reconciling the receivables account.

There are three separate charges assessed to the customer's account: water, sewer, and storm water. The water charge is assessed at a monthly base rate plus actual customer usage. The sewer charge is assessed at a monthly base rate. The storm water fee is the same base rate for all customers.

Late fees are charged on unpaid balances at the rate of 10%. Definite measures are taken to collect the fees and avoid shut off. Rate changes are approved by the City Council and are changed in the system by Utility Billing Clerk.

Adjustments may be made to customer accounts. They include leak adjustments, billing data entry errors, final late fee balance write-offs, final balance below \$1.00, payment update errors from cash receipting(computer-caused) and payment data entry errors from cash receipting. Utility billing and payment adjustments are made by the Utility Billing Clerk and require approval from the Finance Director.

Controls

- Meter readings are downloaded into the city system.
- Zero or abnormal utility readings are noted by the utility billing clerk who then sends out a Public Works employee to verify the reading.
- Finance director reviews non-cash adjustments and reconciles receivables.

Cash Receipts/Management System

The City's Cash Management Guidelines assures the use of proper procedures and internal controls when processing cash collections and deposits. The City's procedures are designed to provide reasonable assurance that errors will be detected and corrected in the normal course of activities, and to prevent mishandling of funds, safeguard against loss, and protect employees from inappropriate charges by defining responsibilities in the cash handling process.

For the purposes of the City's cash receipts/management procedures, "cash" can include (but is not limited to) the following: currency and coins, personal checks, business checks, traveler's checks, cashier's checks, money orders, credit/debit card transactions, electronic payments including Automated Clearing House (ACH), and wire transfers.

Cash is received by the Finance Department, Police Department, Emergency Services, Willamette Activity Center, Municipal Court, and Parks Department as a result of utility billing charges, fines, rents, and numerous other events as outlined in our budget. Receipts in departments other than the Finance Department are accompanied by handwritten receipts. Cash can be received in a variety of ways, including at the point of service, mail, wire transfer, electronically, Internet, or payment drop box. Cash may also be received as a result of a rebate or refund from a vendor due to unsatisfactory or returned goods or services.

The city's staff authorized to accept cash is aware of the City's cash receipt/management procedures and internal controls policy. The Finance Director is responsible for ensuring that internal controls are established, properly documented, and maintained. The implementation and following of these established procedures ensure the system of cash management controls is effective. The controls assist the City in meeting its objectives while reducing potential liability from fraud.

The majority of all cash collections for the city are completed in the Finance Department. The Police Department, Emergency Services, Willamette Activity Center, and Parks receipt a small number of transactions for rent and fines. These entities are responsible for controls over the receipt of these funds, and storage (safekeeping) of funds prior to delivery at the Finance Department. Departments are responsible for complying with cash handling policies and procedures as outlined in this document. It is the responsibility of the department manager to ensure that those charged with processing cash receipts are trained in the proper procedures for receiving, recording and depositing City funds. The Finance Department safeguards all processed funds until the prompt deposit of those funds into the bank. These funds are held in a locked box, inside a locked file drawer inside the locked office of the Finance Director. City staff will report any suspicion of theft immediately to their supervisor and local law enforcement.

While the City staff is limited, segregation of duties has been implemented to ensure that no one person has complete control over the cash collection and deposit process. Segregation of duties is maintained as much as possible. In addition to this segregation, supervisory reviews of related activities are in place as an additional compensating control. An Independent CPA has access to the system and reconciles to the GL. Any abnormalities found that are not resolved are reported to the City Administrator, the CPA will notify the Council if appropriate resolution is not reached.

Staff in the front office authorized to handle cash, do not have any of the following responsibilities:

- Reconciling monthly bank statements
- Access to accounts receivable software.
- Access to hard-copy accounts receivable records
- Involvement in the accounts receivable billing process
- Involvement in authorizing expenditures

In addition:

- The person who receives and distributes the mail, does not receipt checks into the utility billing system nor makes deposits.

- The person who receives and distributes the mail does not maintain the accounts receivable records.

The city uses Asyst software for the receipt and control of cash. The receipt of all cash in the Finance Department is recorded as it is received on three-part receipt tape. Receipts are issued for all funds collected. A copy of the receipt is provided to the individual making payment, a copy is retained with the invoice, and a copy is maintained as a log on the spool. Receipt numbers are computer generated. Receipts include the date, time, payment amount, form of the payment (cash, check, credit card, etc.), customer name, and account balance. The system automatically endorses the check upon completion of receipt printing. The check endorsement is programmed into the printer. Receipts can be modified with supervisory approval, prior to batching, as necessary when errors are found during the balancing process.

Funds received via mail are distributed to the Utility Billing Clerk or Finance Director for proper processing. Funds received via in-person are receipted immediately, checks are receipted during the course of the day as time allows. Checks given by customers must be made payable to "The City of Oakridge". The following information must be on each check:

- Customer name, address and phone number
- Amount (both written and numerical)
- Signature (on the signature line)
- Correct date (no postdated checks, no checks with date older than 30 days)

Occasionally, a check accepted for payment may be returned by the bank due to insufficient funds (NSF), closed account or other miscellaneous reason. Should this event occur, the Utility Billing Clerk charges the customer account into which the check was originally deposited. The Utility Billing Clerk will initiate collection proceedings and charge the account with the appropriate fees.

Currently only the Finance Department is authorized to accept payment via credit card. Credit card payments are taken in person and over the phone according to our privacy and refund policies. Credit card transactions are treated as any other cash transaction. The process for credit card transactions must include:

- Approval of transaction prior to the acceptance of payment
- Customer's signatures authorizing payment if in person, approval number if via phone,
- Customer's receipt of printed transaction receipt attached to bill or single if by phone

End of day reports are generated at closing. The credit card batch is processed through PPI and transmitted to the bank automatically. Deposits of the credit card transactions are initiated during the closing process in cash control. A deposit made in the amount to be transmitted by PPI is created and attached to the daily report. Similar deposits and reports are run for customers who utilize bill pay online.

Departmental cash receipts are balanced daily to the Transaction Control Report, including the daily reconciliation of in-person (cash drawer) and mailed payment receipts.

- Checks and cash are totaled and "batched" separately; an adding machine tape listing each individual payment item in the batch and the total amount of that payment type is attached to each batch as appropriate.

- If any deposit discrepancy is found, the two cashiers in the front office or cashier and Finance Director will individually recount the deposit. Reconciliation will continue until the cash and checks match the transaction control report. Modification of payments will be made as necessary with supervisory approval.

Cash Disbursements System

The following is a general description of the City of Oakridge's system of cash disbursement. The Public Works supervisor or department managers are authorized to make purchases under \$2000.00; the City Administrator can approve purchases up to \$5000.00. Invoices are forwarded to the Accounts Payable Clerk by mail distribution and department managers. Invoices submitted by department managers are approved and accompanied by appropriate supporting documentation. The Accounts Payable Clerk forwards any invoices received by mail to the department managers with any supporting documentation being held for approval. The invoices once approved are returned to the Accounts Payable Clerk for processing. If everything appears to be in order, the Accounts Payable Clerk then posts the invoices into the A/P module for payment. Posting is completed on a daily basis.

Cash disbursements are performed weekly or biweekly depending on the number of disbursements in the queue and weekly priorities. The cash disbursement process begins with the selection of invoices for payment. The city uses pre-printed numbered check stock which is maintained in the Finance Directors office. Check stock does not have pre-printed signatures nor are signature stamps used. All checks require two signatures. Authorized signers for the city include the Finance Director, Mayor, Council President, one Councilor and the City Administrator. Primary check signers are the Finance Director and Mayor. Processed checks along with the Council Approval Report and supporting documentation are routed to these signers for approval. In the event either of the primary signers is absent secondary authorized signers are used. The invoices and checks once approved are then sent back to the Accounts Payable Clerk. The Council Approval report is signed by the mayor (or Council Member who reviewed and signed checks) and sent to the Finance Director. The Clerk scans the checks and invoices and attaches to the vendors computer file. The Clerk then prepares the checks for the mailing process. The Clerk then takes the checks to the post office. The independent CPA reconciles between the A/P module and G/L. The Finance Director reconciles the general bank account on a daily basis, with review of the independent CPA. Every check is accounted for numerically by The Finance Director. The Finance Director approves all voided checks and must approve any un-posting of journal entry for account coding changes.

Other miscellaneous disbursements are initiated through the use of City credit cards. The police department, fire department, and public works supervisor each have one card. The City Administrator and the Finance Director each have one card for a total of five cards. Limits are reviewed only as increases are necessary. Current limits range from \$3000 to \$5000. As with other disbursements, all supporting documentation related to purchases is required to be submitted and approved by supervisors.

Controls

- All disbursements require supporting documentation related to purchase upon submission for manager approval.
- All disbursements require two authorized signatures.
- Council Approval Report must be signed by the Council Member signing Checks.
- The Finance Director reconciles the general account on a daily basis, Independent CPA reconciles between A/P module and G/L, as well as minor bank accounts.

- The Finance Director must approve all voided checks and changes to general ledger entries.

Payroll Systems

The following is a general description of the City of Oakridge's system of payroll disbursements. The Finance Director manages and maintains the payroll system and human resource functions. The Finance Director completes the payroll process with assistance when needed of the Assistant Planner. The two payroll modules for Asyst are located on their computers. All employees, with the exception of exempt staff, are employed under several collective bargaining agreements. All department managers, the Communications Sergeant and the Public Works Supervisor are considered exempt employees. Increases in wage rates for exempt employees are negotiated by the City Administrator for the fiscal year. All employees keep a timesheet of time worked, regardless of whether or not the employee is exempt.

Employees and department heads are required to sign timesheets, which are then forwarded to the Finance Director. Any payroll adjustments and time are then entered into the payroll module. The payroll is then calculated. A calculation report is printed and compared to the timesheets for accuracy. All time-off is approved and signed by department heads through use of a "request for time-off" form and either attached to the timesheet or maintained by the supervisor. Department heads or supervisors, and the payroll processor sign timesheets. Separate check stock and numbering system is used for payroll. The same criteria used for the accounts payable system is used in payroll after the checks are processed. The direct deposit file is then created and forwarded to the bank for processing. The calculation report and direct deposit file is forwarded to the City Administrator for approval. Hard copy checks require a signature by the employee or designee before they are distributed. Payroll is paid monthly on the last working day of the month. Draws for those employees who request one is run on the 15th of the month. All payroll documentation is maintained by the Finance Director.

Controls

- All employees keep timesheet of time worked (exempt employees or not)
- Employees and department heads both sign timesheets
- Time off is approved and signed by department heads.
- The payroll processor foots all timesheets when entered into the system.
- The Finance Director maintains the timesheets distributed to employees. Calculation criteria for payroll on the timesheets is protected from tampering, assisting in accurate payroll processing. Timesheets are distributed each July for every employee for the year with wage and accrual adjustments.

Journal Entry System

All journal entries are prepared by the Finance Director and approved by the City Administrator. The Finance Director enters three different types of journal entries, standard, correction, and recurring. Correction journal entries are done when realized to reclassify revenues, expenses, asset, or liability accounts. These journal entries are completed due to coding or processing errors. The software system is configured to allow journal entries to be un-posted, corrected, and re-posted. Documentation from the before and after corrected journal entry is added to the printed corrected journal entry to support the transaction. Standard journal entries are completed for the LGIP, banking, and property tax activity and are initiated with a worksheet. A copy of the journal

entry is printed upon completion and the supporting documentation is attached to the back along with the worksheet.

Recurring entries are predetermined transfers and allocations that occur monthly between funds. 1/12th of the annual transfer is made each month. These transfers are set up in the system at the beginning of the year and are posted monthly by the Finance Director.

Any unusual entries follow the same standard procedures as described above. All documentation is filed by month and kept as part of the regular accounting records.

Controls

- The Finance Director enters all journal entries.
- The City Administrator reviews and approves all journal entries.
- A journal entry worksheet is prepared for all standard entries.
- Support documentation is kept for all entries and filed.

eBill Refund Policy

The City of Oakridge does not refund electronic payments correctly billed and paid.

The City of Oakridge will refund payments made in error of billing amounts if proper documentation is provided to support such a refund in excess of the monthly billing amount provided on the Utility Billing Statement.

APPENDIX B

New Employee Orientation Checklist

Name _____

Department _____

Hire Date: _____

Welcome New Employee

- Organization history
- Organization's Mission
- Services and Resources for Organization Information
- Introductions, tour departments and Important Places: Parking, Restrooms, break & lunch areas, supervisor/manager ~~or HR office?~~

Introduction to the Department

- Purpose
- Relationship to other departments/agencies
- Organization of department
- Procedures for leave requests, overtime, holidays, etc.
- ~~Introduction to Mentor, Coach or Buddy~~
- ~~Fitness-for-Duty Examination review~~

Introduction to the Job

- Work space - (ergonomic evaluation)
- Work hours, breaks, mealtimes and other rules
- Time sheet and Payday(s)
- Telephone number
- Equipment
- Mail
- ~~Copier & fax machine~~
- Tools
- Job Description (including physical requirements)
- Duties, Responsibilities, Purpose
- Handling Confidential Information
- Performance Expectations/Goals
-
- Promotions/Transfers
- ~~Dispute Resolution~~

Training

- Computer System / Internet use policy
- Log on
- E-mail

- Software
- Telephone System
- Voice Mail
- Long-Distance Calls
- Training Opportunities

General

- ~~Time sheet/Time card, if applicable covered above~~
- ~~Parking already covered above~~
- ~~ID Card?~~
- ~~Credit Card(s)~~
- ~~Bulletin Board and Newsletter?~~
- ~~Places nearby for lunch/dinner?~~

Policies and Procedures

- Provide Copy of Employee Handbook (Policies)
- Discuss handbook
 - Non-Harassment Policy
 - Social Media policy
 - Drug and alcohol policy

- Review and sign acknowledgements

New Employee Paperwork

Federal Forms

- PERS Forms (if applicable)
- W-4 and State Tax Forms
- I-9
- Health, Life & Disability Insurance Enrollment Forms

Benefits and Compensation

- Health, Life, Disability Insurance
- Retirement Benefits
- Educational Assistance
- Pay Procedures/direct deposit
- Salary Increase/Performance Review Process
- Paid and Unpaid Leave

Training Scheduled and/or completed

- Computer System
- Log on
- E-mail
- Software

- Telephone System
- Voice Mail
- Long-Distance Calls

Safety Orientation: (General overview for entity and more specific done at Department/job level)

- Overview of Safety Policy / Program or Safety Manual
- Emergency procedures, response and medical plan
- General safety / health hazards
- Personal Protective Equipment use
- Hazard Communication / potential chemical hazards
- Bloodborne Pathogen assessment
- Safety Committee role / responsibilities / representative
- Injury prevention, ergonomics and wellness activities
- Reporting injuries

Date Completed: _____

Employee Signature: _____

Supervisor Signature: _____

Place in employee personnel file upon completion

APPENDIX C

This form shall be used for all accidents, incidents and near miss incidents for all City of Oakridge employees, volunteers and reserves. You must report any accidents/incidents to your immediate supervisor within 24 hours. This form does not replace the 801 form. If you intend to see a doctor or you have seen a doctor relating to an on the job injury you must fill out this form and the 801.

Employee name _____

Department (circle one) OFD, OPD, City Hall, Public Works

Position _____

Length of service in current position _____

Date of accident _____ **Time of accident** _____ **a.m. or p.m.**

Location of accident _____

Immediate Supervisor _____ **Supervisor's phone #** _____

Was accident/incident reported to supervisor? Yes or No

Reported within 24 hours? Yes or No

Witnesses

Name _____ **Phone #** _____

Name _____ **Phone #** _____

Name _____ **Phone #** _____

Affected body part/s _____

Has this body part/s been injured before? Yes or No

Was accident/incident caused by faulty equipment (circle one): yes or no

If yes explain _____

Was accident/incident caused by a person not employed by the City of Oakridge (circle one)? Yes or No

If yes Name _____ **Phone#** _____

Describe accident/incident in detail (use additional sheets if needed):

After completing the supervisor's portion please forward this accident/incident form to the Finance Director's Office.



Reported to (supervisor name) _____

Date reported _____ Time _____ a.m. or p.m.

Supervisor's view on what happened (contributing factors, information not reported by employee):

Corrective action:

Employees scheduled days off (circle all that apply)

Mon Tue Wed Thu Fri Sat Sun Varied

Number of days worked per week _____ (ex. 5 or 3 on 3 off)

Date left work _____ Time left work _____ a.m. or p.m.

Hours per shift _____

Was worker treated in an emergency room? Yes or No

Was worker hospitalized overnight as inpatient? Yes or No

Did injury occur during course of job? Yes or No or Unknown

Was injury caused by a person other than the injured worker? Yes or No

Was injury caused by failure of machinery or product? Yes or No

Were the other workers injured? Yes or No



**APPENDIX D
ACCIDENT INVESTIGATION CHECK LIST**

(Please use this list as a way to verify that you have completed all parts of this accident investigation form that pertain to this occupational accident/illness)

MINOR INJURY INVESTIGATION

SERIOUS INJURY INVESTIGATION

DOCUMENTATION

- Time and date of injury
- Date notified supervisor
- Time and date left work
- Time Lost from Work

SCENE

- Diagram
- Photos
- Measurements
- Time and date returned to work

WORKER

- Name
- Home address and phone number
- Age
- Job Title
- Length of Employment
- received Training
- Department

EQUIPMENT and SITE

- Layout of operation
- General condition
- Make, serial and model
- Manufacturer's Information
- Maintenance information and records
- Suitability and adequacy of equipment

INFORMATION FROM WITNESSES

- How supervised
- Personal Protective Gear
- Body Part Injured
- Previous Injury to this body part
- One-on-one interview with witness
- Nature of Injury listed (strain, Cut Bruise, Etc.)
- Department where injury occurred noted
- Witness Name
- Witness residence address & phone
- Recollection of accident

EMPLOYER

- Location where worker records are kept
- Safety Training relating to chemicals, equipment or use of PPE involved in the accident

APPENDIX E
Exit Interview Form

Name: _____

Position: _____

Supervisor: _____

Hire date: _____

Termination Date: _____

What made you decide to leave your current job? (Check all that apply)

Primary Secondary

- | | | |
|--------------------------|--------------------------|-------------------------------------|
| <input type="checkbox"/> | <input type="checkbox"/> | Secured Better Job |
| <input type="checkbox"/> | <input type="checkbox"/> | Professional level of job |
| <input type="checkbox"/> | <input type="checkbox"/> | Return to School |
| <input type="checkbox"/> | <input type="checkbox"/> | Family |
| <input type="checkbox"/> | <input type="checkbox"/> | Issues with Supervisor |
| <input type="checkbox"/> | <input type="checkbox"/> | Problems with Hours |
| <input type="checkbox"/> | <input type="checkbox"/> | Not satisfied with Wages |
| <input type="checkbox"/> | <input type="checkbox"/> | Disliked type of work |
| <input type="checkbox"/> | <input type="checkbox"/> | Problems with co-workers |
| <input type="checkbox"/> | <input type="checkbox"/> | Quantity of Work |
| <input type="checkbox"/> | <input type="checkbox"/> | Physical Condition |
| <input type="checkbox"/> | <input type="checkbox"/> | Working Conditions |
| <input type="checkbox"/> | <input type="checkbox"/> | Transportation Problems |
| <input type="checkbox"/> | <input type="checkbox"/> | Other
_____ |

What did you like most about your job?

What did you like least about your job?

Do you feel appropriate training opportunities were made available to you?

Yes No Comments _____

Do you think your current supervisor was fair and reasonable? If not, please explain.

Yes No Comments _____

Do you believe you were given access to and realistic consideration for promotional opportunities within the organization?

Yes No Comments _____

Did you feel your contributions were appreciated by your supervisor and others?

Yes No Comments _____

Did you have the appropriate equipment and resources necessary to perform your job?

Yes No Comments _____

Was your salary satisfactory for the job you were performing?

Yes No Comments _____

Were you satisfied with the employee benefits provided?

Yes No Comments _____

Was the physical working environment comfortable and conducive to productivity?

Yes No Comments _____

Was the job realistically presented to you when you were hired or most recently changed positions?

Yes No Comments _____

Do you have any suggestions for improvement?

Are there any changes or conditions that could have been made to prevent you from leaving this organization?

Other comments, if any:

Date Discussed: _____ **Interviewed by:** _____

Information to be discussed with the employee prior to departure:

	Yes	No	Not Applicable
Medical Benefits/COBRA	_____	_____	_____
Life Insurance Forms	_____	_____	_____
Severance Pay	_____	_____	_____
Vacation Pay Due	_____	_____	_____
PERS Forms	_____	_____	_____
Medical/Flexible Spending Accounts	_____	_____	_____
Life Insurance Expense	_____	_____	_____
Reports/Other Reimbursements	_____	_____	_____
Unemployment Compensation (if applicable)	_____	_____	_____
Computer Security Process	_____	_____	_____
Education Assistance Reimbursements	_____	_____	_____
Procedure for providing references	_____	_____	_____
Eligibility for reemployment	_____	_____	_____
Process for receiving final paycheck	_____	_____	_____
Direct deposit	_____	_____	_____

Items to be returned by employee:

	Returned	Not Applicable
Key(s) - building/office/file cabinets/cars	_____	_____
Security Pass/ID Card	_____	_____
Parking Pass/Access Key	_____	_____
Credit Card(s)	_____	_____
Phone Calling Card	_____	_____
Pager	_____	_____
Cellular Phone	_____	_____
Laptop/other computer, including disks	_____	_____
Fax Machine	_____	_____
Tools/Other Equipment	_____	_____
Employee Handbook/Company Information	_____	_____
Uniform(s)	_____	_____
Other _____	_____	_____
Other _____	_____	_____
Other _____	_____	_____

Other procedures to follow:

	Completed	Not Applicable
Notify payroll and obtain/send final paycheck	_____	_____
Notify PERS Office	_____	_____
Notify credit union/bank/others	_____	_____
Notify health insurance provider	_____	_____
Notify life insurance provider	_____	_____
Process other pension/savings forms	_____	_____
Review and close out personnel file	_____	_____
Modify information system records	_____	_____

Reference Checks

I agree to allow the City of Oakridge to release the following language and information to be used for reference checks by any and all future employers:

Employee Signature:

Supervisor Signature:

Date Signed:

Place a copy of this form in the employee file.

APPENDIX F

APPENDIX F															
EXEMPT EMPLOYEE PAY RANGE SCALE															
FY 2017-2018															
Class	Step	1	2	3	4	5	6	7	8	9	10	11	12	13	14
MANAGEMENT															
City Administrator		\$70,000	\$71,400	\$72,828	\$74,285	\$76,311	\$77,837	\$79,394	\$80,982	\$82,602	\$84,254	\$85,939	\$87,658	\$89,411	\$91,200
Finance Director/CR		\$59,388	\$60,576	\$61,787	\$63,023	\$64,248	\$65,569	\$66,881	\$68,218	\$69,583	\$70,974	\$72,394	\$73,842	\$75,318	\$76,825
Police Chief		\$59,388	\$60,576	\$61,787	\$63,023	\$64,248	\$65,569	\$66,881	\$68,218	\$69,583	\$70,974	\$72,394	\$73,842	\$75,318	\$76,825
Comm Sergeant		\$50,456	\$51,465	\$52,494	\$53,544	\$54,615	\$55,707	\$56,822	\$57,958	\$59,117	\$60,299	\$61,505	\$62,736	\$63,990	\$65,270
Comm Svc's Dir		\$55,242	\$56,347	\$57,474	\$58,623	\$59,795	\$60,991	\$62,211	\$63,455	\$64,725	\$66,019	\$67,339	\$68,686	\$70,060	\$71,461
Comm Svc's Coord.		\$42,840	\$43,688	\$44,562	\$45,453	\$46,362	\$47,290	\$48,235	\$49,200	\$50,184	\$51,188	\$52,211	\$53,256	\$54,321	\$55,410
Public Works Sup.		\$50,546	\$51,465	\$52,494	\$53,544	\$54,615	\$55,707	\$56,822	\$57,958	\$59,117	\$60,299	\$61,505	\$62,736	\$63,990	\$65,270
Fire Chief		\$59,388	\$60,576	\$61,787	\$63,023	\$64,248	\$65,569	\$66,881	\$68,218	\$69,583	\$70,974	\$72,394	\$73,842	\$75,318	\$76,825
Police Sergeant		\$53,544	\$54,615	\$55,707	\$56,822	\$57,958	\$59,117	\$60,299	\$61,505	\$62,736	\$63,990	\$65,270	\$66,575	\$67,907	\$69,265