



JOB CENTER OPERATIONS MANUAL

January 2025

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ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retain the best employees for their needs. For job seekers throughout the state, we provide services and resources to pursue employment opportunities.

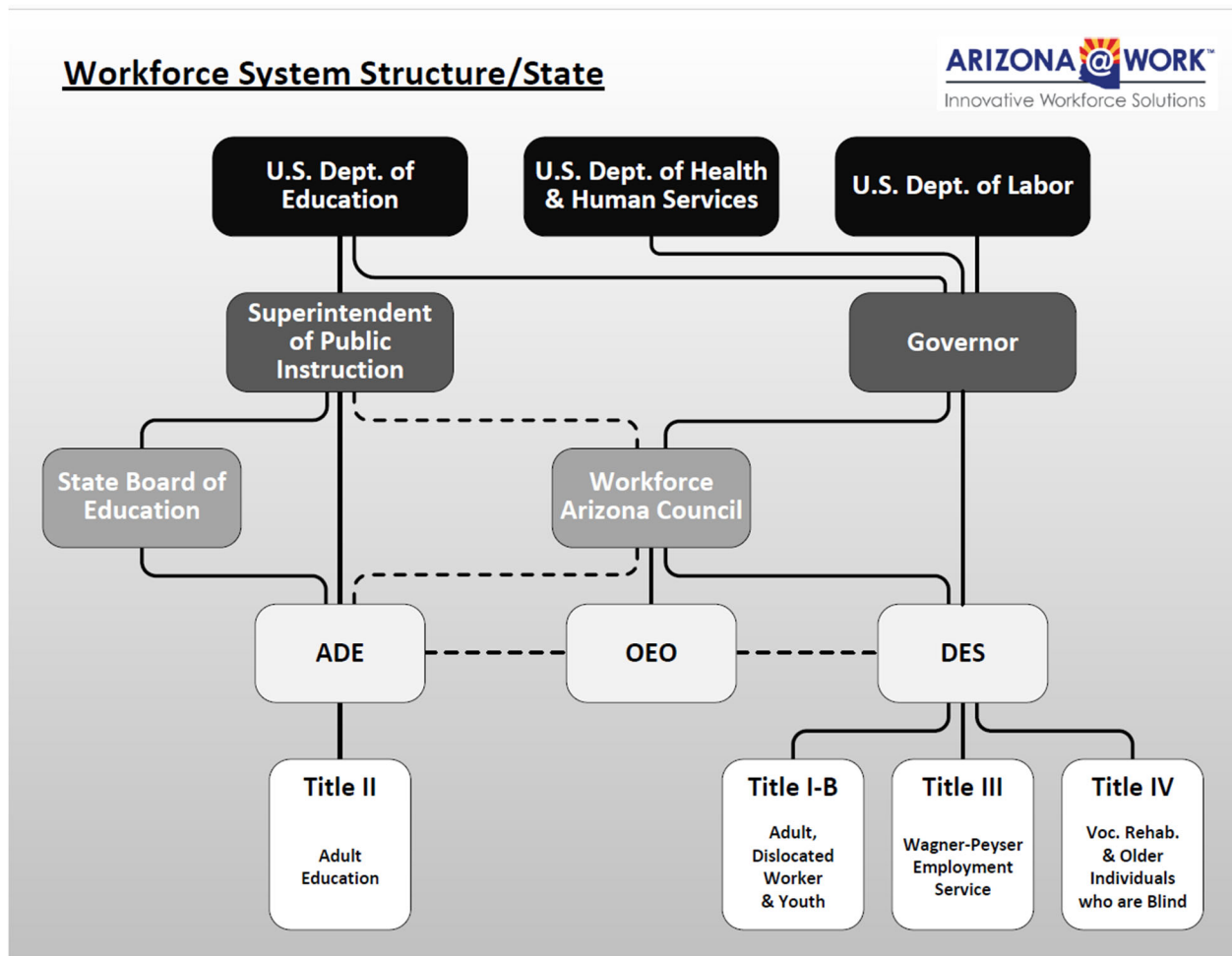
ARIZONA@WORK Mission:

Providing innovative workforce solutions to employers and job seekers.

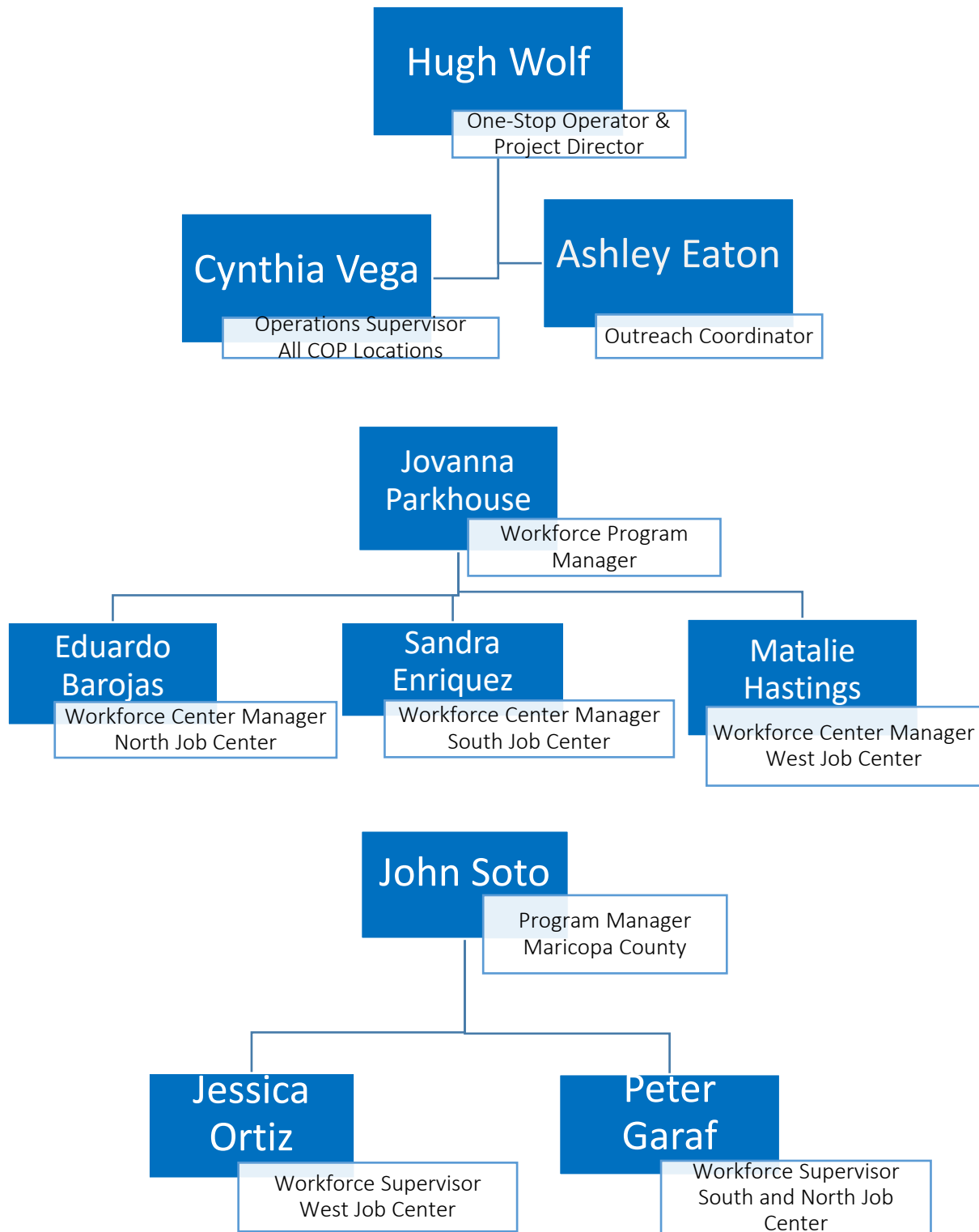
WELCOME

Welcome to the ARIZONA@WORK City of Phoenix Job Center, the premier resource center for workforce, employment, training, and career development in the Phoenix metropolitan area. You have joined one of the most dedicated teams in the valley. This means that you will be called upon to work diligently and produce in your area of responsibilities.

This Operations Manual is intended to guide all service delivery staff, including volunteer/work experience participants, partners who work in our centers and external agency staff to provide quality customer service to our community. As you read on, you will find information on workforce legislation, workforce services offered, policies and procedures, and more. Your leadership team appreciates the work that you do and supports your efforts to produce quality services.



ARIZONA@WORK CITY OF PHOENIX JOB CENTER LEADERSHIP



Additional DES organizational chart information is available from the One-Stop Operator

SIX PURPOSES OF WIOA



1. To increase skills, for individuals in the United States, particularly those individuals with barriers to employment, have access to and opportunities for the employment, education, training, and support services they need to succeed in the labor market.
2. To support the alignment of workforce investment, education, and economic development systems in support of a comprehensive, accessible, and high-quality workforce development system in the United States.
3. To improve the quality and labor market relevance of workforce investment, education, and economic development efforts to provide America’s workers with the skills and credentials necessary to secure and advance in employment with family-sustaining wages and to provide America’s employers with the skilled workers the employers need to succeed in a global economy.
4. To promote improvement in the structure of and delivery of services through the United States workforce development system to better address the employment and skill needs of workers, job seekers, and employers.

5. To increase the prosperity of workers and employers in the United States, the economic growth of communities, regions, and States, and the global competitiveness of the United States.

6. To provide workforce investment activities, through statewide and local workforce development systems, that increase the employment, retention, and earnings of participants, and increase the attainment of recognized postsecondary credentials by participants, and as a result, improve the quality of the workforce, reduce welfare dependency, increase economic self-sufficiency, meet the skill requirements of employers, and enhance the productivity and competitiveness of the nation.

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INTRODUCTION TO ARIZONA@WORK

ARIZONA@WORK is the statewide workforce development network that helps employers of all sizes and types recruit, develop and retrain the best employees for their needs. We are a public and private partnership with 12 regional areas, providing innovative workforce solutions to employers and job seekers at no charge. This manual pertains to the ARIZONA@WORK City of Phoenix region. See attachment for Arizona’s Public Workforce System Structure for more details.

ARIZONA@WORK BRAND PILLARS

Product Offering: Innovative Workforce Solutions

- Original & inventive
- New & contemporary
- Results-oriented
- Practical answers

Service Style: Customized & Professional

- Personalized & tailored
- Specialized attention
- Experienced & skillful
- Responsive & efficient

Personality: Personable & Dedicated

- Friendly & likeable
- Outgoing & amiable
- Committed & enthusiastic
- Customer service-oriented
- Problem solving attitude

OUR PHILOSOPHY

The ARIZONA@WORK workforce system must ensure that job candidates and customers are accessing value-added services they would not get from home or through other sources. The ARIZONA@WORK City of Phoenix integrated service delivery system operates within common customer functions instead of program requirements. Staff-assisted services are emphasized, and ARIZONA@WORK City of Phoenix membership benefits are continuously promoted and provided until the customer’s goal of employment has been achieved.

Guiding Principles

1. Every customer will be immediately and continuously engaged.
2. Every customer will leave with another recommended service.
3. Every customer will know their skills, grow their skills, and get the best job with their skills.
4. Every customer will leave a better candidate.

PHOENIX BUSINESS AND WORKFORCE DEVELOPMENT BOARD

ARIZONA@WORK, City of Phoenix is overseen by a local workforce development board known as the Phoenix Business and Workforce Development Board (PBWDB). PBWDB is responsible for focusing on strategic planning, policy development and oversight of the local workforce development One-Stop delivery system. The board's purpose is to develop and implement a One-Stop service delivery system that can effectively coordinate and collaborate with the network of One-Stop partners, businesses, service agencies and other Job Center workforce investment areas. Please reference the 2020-2024 ARIZONA@WORK City of Phoenix Local plan and the PBWDB Strategic Plan for 2020-2023 [Plans | ARIZONA@WORK \(arizonaatwork.com\)](#).

ONE-STOP DELIVERY SYSTEM STRUCTURE

https://wdr.doleta.gov/directives/attach/TEGL/TEGL_16-16_Acc.pdf

WIOA builds on the value of the American Job Center network and provides the workforce development system with important tools to enhance the quality of its American Job Centers. WIOA strengthens the ability of States, regions, and local areas to align investments in workforce, education, and economic development to respond to regional job growth. WIOA also emphasizes achieving results for all job seekers, workers, and businesses. WIOA reinforces the partnerships and strategies necessary for American Job Centers to provide all job seekers and workers with the high-quality career, training, and supportive services they need to obtain and maintain good jobs.

Comprehensive Centers

The ARIZONA@WORK Job Center service delivery system must include at least one comprehensive physical center in each designated local workforce development area. The City of Phoenix local workforce development area has three (3) comprehensive centers that have been certified by the Phoenix Business and Workforce Development Board. A comprehensive One-Stop center is a physical location where job seeker and employer customers can access the program services and activities of all required One-Stop partners. RESEA appointments are provided by the virtual DES team.

North Job Center
9801 N. 7th Street
Phoenix, AZ 85020
(602) 495-6907

South Job Center
4635 S. Central Avenue
Phoenix, AZ 85040
(602)495-6905

West Job Center
3406 N. 51st Avenue
Phoenix, AZ 85031
(602)495-6906

Affiliate Site(s)

An affiliated site is a site that makes available to job seeker and employer customers one or more of the One-Stop partners' programs, services, and activities. Affiliated sites are access points in addition to the comprehensive One-Stop center(s) in each local workforce development area used to supplement and enhance customer access to services.

Youth Services

The ARIZONA@WORK City of Phoenix Workforce Investment and Opportunity Act (WIOA) Youth Program assist young people ages 16-24, to overcome barriers that prohibit them from completing their education, training, and / or becoming employed. The program also seeks to assist with life and

resiliency skills to aid young people with transition from adolescence to adulthood. The following services are available:

- ✓ Basic Skills Training
- ✓ Work Readiness Training
- ✓ GED Preparation
- ✓ School Completion Assistance
- ✓ College Preparation
- ✓ Leadership Programs
- ✓ Work Experience
- ✓ Career Guidance
- ✓ Job Placement

Additionally, the program provides assistance with:

- ✓ On the Job Training – job shadowing, internships and apprenticeships
- ✓ Support Services – connect to community services, assistance with transportation, childcare and other cost related to school or work
- ✓ Mentoring – formal relationship between a participant and an adult mentor with structured activities where the mentor offers guidance, support and encouragement
- ✓ Financial Literacy – knowledge and skills needed to achieve long-term financial stability
- ✓ Tutoring – activities that lead to completion of an educational diploma or certificate

Affiliate Site(s) Locations

YMCA	3825 N. 67 th Ave Phoenix, AZ 85033	602-212-6146
Chicanos Por La Causa (CPLC)	619 N. 7 th Ave Phoenix, AZ 85007	480-414-1945
Neighborhood Ministries	1918 W. Van Buren St. Phoenix, AZ 85009	602-252-5225
Jewish Family and Children’s Services (JFCS)	9014 N. 23 rd Ave Building 2 Suite 3 Phoenix, AZ 85021	602-279-0084

ARIZONA@WORK SYSTEM PARTNERS

An entity identified as a One-Stop delivery system partner is the grant recipient, administrative entity, or organization responsible for administering the funds of the specific programs in the local area. The entities responsible for administering the following programs and activities in the local area are required One-Stop delivery system partners.

Required Programs



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Adult (WIOA title I formula)	Senior Community Service Employment Program (title V of the Older Americans Act of 1965)
Dislocated Worker (WIOA title I formula)	Trade Adjustment Assistance activities (Trade Act of 1974, as amended)
Youth (WIOA title I)	Jobs for Veterans State Grants (Chapter 41 of title 38)
Youth Build (WIOA title I)	Unemployment Compensation programs
Indian and Native American Programs (WIOA title I)	Wagner-Peyser Act ES, as authorized under the Wagner-Peyser Act, as amended by WIOA title III
National Farmworker Jobs Programs (NFJP)/Migrant and Seasonal Farmworker Programs (WIOA title I)	Reentry Employment Opportunities (REO) program (formerly referred to as the Reintegration of Ex-Offenders (ReXO) program)(Section 212 of the Second Chance Act of 2007 and WIOA sec. 169)
Job Corps (WIOA title I)	
Required Department of Education programs	
AEFLA program (WIOA title II)	Career and technical education programs at the postsecondary level, authorized under the Carl D. Perkins Career and Technical Education Act of 2006
State VR program, authorized under title I of the Rehabilitation Act of 1973, as amended by WIOA title IV	
Required Department of Health and Human Services Programs	
Programs authorized under the Social Security Act title IV, part A (TANF)	Community Services Block Grant Employment and Training activities (Community Services Block Grant Act)
Required Department of Housing and Urban Development (HUD) program	
Employment and training programs	

CHARACTERISTICS OF A HIGH QUALITY ONE-STOP CENTER

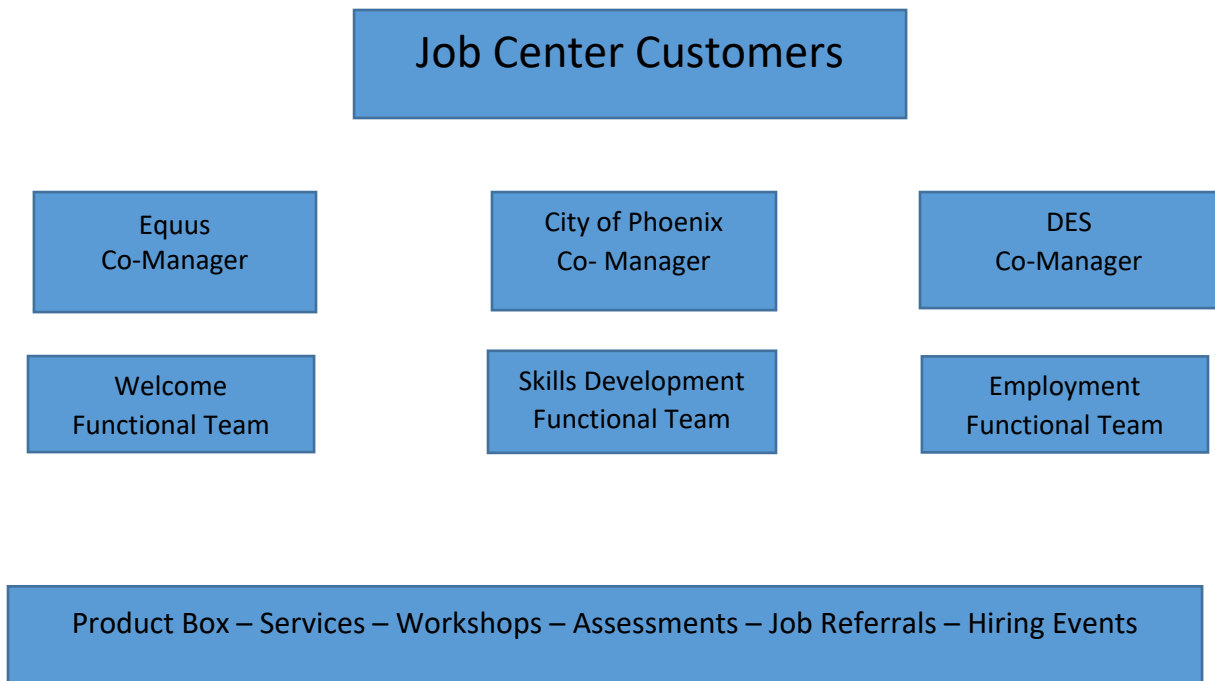
https://wdr.doleta.gov/directives/attach/TEGL/TEGL_04-15.pdf

The following characteristics demonstrate the spirit and intent of the Workforce Innovation and Opportunity Act (WIOA) to strengthen the successful integration and implementation of partners programs in Job Centers. Characteristics have been grouped into three functional categories:

(a) Customer Service; (b) Innovation and Service Design; and (c) System Integration and High-quality Staffing.

1. One-stop centers provide excellent customer service to job seekers, workers, and businesses.
2. One-stop centers reflect innovative and effective service design; and
3. One-stop centers operate with integrated management systems and high-quality staffing.

Integrated Service Delivery Model



Integrated Staff Functions

The Workforce Arizona Council (WAC), the state’s workforce development board appointed by the Governor, adopted Policy #02-2016 on 2/16/2017, ARIZONA@WORK Job Center Vision for One Stop Delivery System. Among the characteristics defining the vision is a highly integrated service delivery system. To accomplish this mandate, ARIZONA@WORK City of Phoenix Job Centers have organized work by functional areas: Welcome, Skills Development, and Employment.

Co-Managers who represent the Title I, Title III programs and the Welcome Function , are responsible for the overall success of the Job Center including the day-to-day operations. Co-Manager(s) functions include implementing all state and local policies; creating and improving customer flow processes and ensuring all performance outcomes are achieved. The role of the Co-Manager(s) is conducted through collaboration and teamwork with other workforce funded staff and the Integrated Service Delivery Leadership Team.

Functional Teams

Functional Team Members are subject matter experts in their specific function and may be asked to support other functional areas as needed. Team members are asked to be flexible towards mobility, based on customers and functional needs. Team members ensure the quality of customer service is number one and responds to customer inquiries by promoting available services as solutions to their employment and training needs. The role of each team member is to provide accurate information and provide member options on how and when to access services. A team member may be asked to serve as team lead in the absence of their supervisor. Functional teams will promote the Integrated Service goal that, “Every Customer will leave a better job candidate.” All center team members can provide services in all three functional teams (Welcome, Employment and Skills Development).

Welcome Function – All customers entering the Center will be promptly greeted and asked, “What brings you in today?” All customer services will be tracked through use of the Virtual One Stop (VOS) Greeter system to indicate the primary reason(s) for the visit.

All first-time customers will receive a one-on-one meeting to learn about the benefits of becoming an ARIZONA@WORK City of Phoenix member. Key product box offerings during this conversation with a member of the Welcome Team include:

- ✓ A brief assessment to serve as a source of discussion on the type of job or career being sought
- ✓ Help with www.azjobconnection.gov registration
- ✓ Help to set up an email account
- ✓ An explanation of the services available, such as use of computers and equipment
- ✓ Referrals to community resources and public workshops.
- ✓ Referrals to on-site hiring events and Job Fairs
- ✓ Partner referrals including youth, adult literacy and vocational rehabilitation

Skills Development Function – Individuals who indicate or have been identified as not being ready to start a job search due to a lack of job skills, certifications or required credentials, should be referred to a member of the Skills Development Team. Key product box offerings for the customer when meeting with a member of the Skills Development Team include:

- ✓ Identification of transferable skills and skills gaps based on the job goal
- ✓ Review the results of My Next Move to determine appropriateness of job goal
- ✓ Review list of available workshops and other skills development activities
- ✓ Identification of barriers to getting employed
- ✓ Refer to WIOA Title 1 services, if appropriate

Employment Function – Individuals who have a clear job/career goal and the associated skills and experience for that goal can benefit from the assistance of an Employment Function Team member. Individuals may also be required to meet with an Employment Function Team member as part of specialized programs to get individuals back to work in an expedited manner to avoid exhausting their unemployment insurance benefits. Key product offerings for the customer through the Employment Function include:

- ✓ Ensuring that Arizona Job Connection information is up-to-date, including a resume
- ✓ Match the customers skills/background with job orders and/or upcoming hiring events
- ✓ Review hard copy resume for accuracy and completeness
- ✓ Refer to other on-site services such as workshops
- ✓ Refer to the Skills Development Function as applicable
- ✓ Assist with finding community resources to assist in employability

Product Box

In order to be the “go to destination” for workforce development services every customer must leave the job center a better job candidate from accessing “products” or tangible services available through ARIZONA@WORK. The intent of the product box concept is to shift staff’s perspective away from being

a provider of government services and only focused on their specific program services to instead be focused on the needs of customers and what is available to them from the entire workforce system.

FUNCTION	PRODUCT BOX OFFERINGS
Welcome	<ul style="list-style-type: none"> ▪ Assistance with azjobconnetion.gov registration/updates when needed ▪ Set up an email account ▪ Use of computers and equipment ▪ Referrals to community resources ▪ Public workshops ▪ On-site and virtual events and Job Fairs ▪ Youth Services (information and referrals)
Skills Development	<ul style="list-style-type: none"> ▪ Identify transferable skills ▪ Determine customer interest and work values ▪ Soft skills training ▪ Basic Computer training ▪ Occupational training ▪ Resume creation and critique ▪ Interview skills and techniques ▪ LinkedIn Training ▪ Networking ▪ Foundational work skills ▪ Business recognized credential
Employment	<ul style="list-style-type: none"> ▪ Register New customers in arizonajobconnection.gov. ▪ Trending career forums ▪ Job matching and referrals ▪ Resume Review and update ▪ Job Coaching ▪ Discover the hidden job market ▪ Customized employer recruitment ▪ Job Fair and hiring events ▪ Access to thousands of jobs

ARIZONA MANAGEMENT SYSTEM (AMS)

A management system is the framework of policies, processes and procedures used to ensure that an organization can fulfill all tasks required to achieve its objective / goals (True North). Through the Arizona Management System (AMS), which is based on principles of lean management, every employee at every level reflects daily on how they perform while always seeking a better way. AMS provides the structure and tools to engage employees at all levels in data driven decision making and disciplined problem solving.

AMS Components



AMS Definitions

True North: ARIZONA@WORK'S Vision, Mission and Guiding Principles.

Standardized Work: the sequence of job elements efficiently organized and is repeated by team members completing the work.

Tiered Accountability: the right work, problems and value flow to and through the right level of the organization. Tier1 Front Line & Supervisors; Tier2 Middle Managers; Tier3 Executive Leadership Team.

Leaders Behaviors & Standardized Work: daily actions and behaviors required across all levels of leadership to create the culture of continuous improvement needed to sustain the Arizona Management System.

Problem Solving: problems are treasures and problem solving is everyone's job.

Visual Management: We see, learn and know as a team through huddle boards, metrics, Gemba walks, flow boards etc.

Huddles: ARIZONA@WORK City of Phoenix team members will meet on a regular basis to prioritize and discuss problems and encourage the flow of information. Huddles will be stand up or virtual, last approximately 15 minutes, and will focus on "People, Quality, Service, Cost and Continuous Improvement" metrics.

BEING A MEMBER OF THE TEAM

Member Responsibilities and Expectations

Our strength depends on you and the contribution you make to our system. We count on you to help make the programs of ARIZONA@WORK City of Phoenix responsive and relevant to the public and businesses we serve. Your formula for excellence includes:

- ✓ Demonstrating a professional demeanor in both appearance and behavior

- ✓ Displaying a positive attitude
- ✓ Being effective and productive in your work
- ✓ Providing superior services to our customers
- ✓ Cooperating with management and fellow employees

We also expect every member of our team to be honest, dependable, fair and loyal; to follow instructions; to learn and accept responsibility; to be willing to adapt to change; to show good judgment, and demonstrate teamwork and professionalism.

Honesty: We strive at all times to be accurate in the assessment and representation of ARIZONA@WORK City of Phoenix and our services. We use the same accuracy in our professional dealings with fellow employees, service suppliers, vendors and any groups or individuals who work with us or are served by us.

Reliability: We strive at all times to ensure that our actions reflect our values. We "walk our talk"; we live up to the claims we make about our products and services; we honor commitments to others; we do what we say we're going to do.

Respect: We strive at all times to respect the differences and the similarities between ourselves and our coworkers, customers, and others with whom we interact. We welcome diversity. We also respect the fact that each of these people is a special individual, possessing skills, interests, needs, and goals that contribute to the value of our ARIZONA@WORK City of Phoenix experience.

Fairness: We strive at all times to balance the rights and needs of others with consistency, sound judgment, and goodwill.

Cooperation: We strive at all times to offer assistance, support and encouragement to those with whom we work within the course of business as a team, working together to achieve excellence.

Dedication: We strive at all times to make decisions and take actions that make concrete contributions to the professional, financial and organizational welfare of ARIZONA@WORK City of Phoenix.

Customer Service and Excellence

ARIZONA@WORK City of Phoenix staff must ensure customers receive excellent service and helpful information in a timely fashion. Customers shall be provided with current, complete information which satisfies their needs. Meeting the needs of job seekers, workers, and businesses is important in developing thriving communities where all citizens succeed, and businesses prosper.

High quality Job Centers:

- ✓ Reflect a welcoming environment to all customer groups who are served by the Job Centers. All Center staff are courteous, polite, responsive, and helpful to job seekers, businesses and others who visit either in person or by telephone or email.
- ✓ Develop, offer, and deliver quality business services. To support area employers and industry sectors most effectively, center staff identify and have a clear understanding of industry skill needs, identify appropriate strategies for assisting employers, and coordinate business services activities across partner programs.

- ✓ Improve the skills of job seekers by offering access to education and training leading to industry-recognized credentials through the use of career pathways, apprenticeships, and other strategies.
- ✓ Create opportunities for individuals at all skills levels. Provide customers, including those with disabilities, as much timely, labor market, and job-driven information for skills development and employment opportunities.
- ✓ Provide career services that motivate, support, and empower customers. Help customers make informed decisions based on local and regional economic demand and effectively attain their personal employment and educational goals.
- ✓ Value skills development. Assess and improve each individual's basic, occupational, and employability skills.

Guidelines for Personal Conduct

Courtesy and respect for others are the keys to maintaining a pleasant working environment and providing good customer service. Please reference your program's policy and procedures manual or handbook for more information. Disciplinary action is enforced by the employee's program supervisor. The following guidelines provide several examples of unacceptable conduct. Unacceptable behavior includes, but is not limited to, the following:

- ✓ Falsifying customer documents or other records.
- ✓ Breach of Confidentiality Policy.
- ✓ Possession of dangerous or unauthorized materials, such as firearms or explosives.
- ✓ Violation of safety rules or practices.
- ✓ Being under the influence of alcohol or illegal drugs while on the job, performing work-related duties, or on company property.
- ✓ Refusing to follow lawful instructions and directives from supervisory personnel.
- ✓ Theft or unauthorized use or removal of company property, as well as the property of fellow employees, customers, and others.
- ✓ Use of obscene or abusive language.
- ✓ Unprofessionally loud or disruptive behavior in the Center.
- ✓ Threatening, intimidating, or coercing others.
- ✓ Sexual harassment of co-workers, customers, partners, and others.

Measuring Customer Satisfaction

Job center customers are given a survey to evaluate their experience regarding their visit. The survey results will be reviewed to identify any areas for improvement with standard work. Additional surveys may be developed to gain feedback and identify trends or additional service needs.

RECEIVING GIFTS

Employees are expected to be professional about receiving gifts from customers, service providers, vendors, and other companies with which we do business. If you are in doubt about the acceptability of a gift you are offered, check with your supervisor and reference your organization's policy.

IT SECURITY, COMPUTER USAGE AND CONFIDENTIALITY

ARIZONA@WORK City of Phoenix staff members are required to sign a confidentiality policy and must remain highly sensitive to the personal nature of our work. All customer records, employee records, business records, plans, training materials, and other documents are considered confidential and cannot be shared with anyone not directly related to the scope of work. Dissemination of any information requires the utmost discretion. When in doubt, always consult your specific program policy.

As organizations that receives government funding, we are subject to disclosure of public information. All inquiries and requests for information will be handled by the appropriate workforce program representative. If you encounter a situation regarding confidentiality, or any request for records, go immediately to your program supervisor.

You are responsible for locking up all sensitive information each evening and when you are out of the office for an extended period (a day or longer). This information includes all personal information on your customers, especially social security numbers. Please reference your program's policy and procedures manual for more information.

ARIZONA@WORK City of Phoenix abides by Arizona Job Connection's (AJC) policy on Information Technology Resources (ITR) and the Department of Economic Security's (DES) Information and Security Policy which comply with regulations concerning use of data and resources that are provided by public funding streams.

ARIZONA@WORK City of Phoenix staff members are required to review AJC's policy on Information Technology Resources (ITR) and DES's Information and Security Policy. All new staff members are required to complete the initial data security awareness training required by DES Information Security Administration. Current staff are required to complete the annual re-certification every year. All staff must sign a security and confidentiality agreement, as well as pass mandatory data security Training before receiving a network login ID to the DES Guide system and AJC Website. In doing so, the staff member agrees to be bound by these policies. Additional security and HIPPA training will be required for access to some state-maintained systems.

Voicemail Message

It is proper protocol to use an out of office voice mail greeting when you are away from your desk for a day or more. Your greeting should be polite and start out with "Hello you've reached _____ with ARIZONA@WORK City of Phoenix."

When answering the telephone, the script would be, "ARIZONA@WORK City of Phoenix, this is _____, how may I help you?"

Email

All email received and sent through the government servers is public and therefore is archived when it is sent and received. There is no expectation of privacy by either the sender or the recipient. All ARIZONA@WORK City of Phoenix team members will use the ARIZONA@WORK logo in their signature block. Please reference your program's policy and / or your supervisor for further guidance.

COMPLAINTS AND GRIEVANCE PROCEDURES

If something goes wrong, make it right – Quickly: If you experience a customer grievance or complaint, do your best to resolve it quickly and effectively. Familiarize yourself with your ARIZONA@WORK City of Phoenix Grievance/Complaint procedure and follow the appropriate steps. Please reference your program’s policy and / or your supervisor for further guidance.

Some customers may be stressed or disturbed by their present situation. Regardless of how the customer behaves, it is unacceptable for you to act in a way that may be interpreted as rude or unprofessional. If at any time you feel you cannot handle a situation in a courteous manner, excuse yourself and contact your immediate supervisor to assist you in serving that customer.

You are the face of ARIZONA@WORK City of Phoenix. The way people are treated during the first few minutes of contact makes a lasting impression. This impression will be carried back into the community as a recommendation for, or against, ARIZONA@WORK City of Phoenix. A professional and pleasant demeanor gives the customer a sense of value and communicates your desire to help. Remember, your attitude reflects the personality of this organization.

For Employees: Please see Supervisor for information regarding employee’s civil rights and grievance procedure.

For Customers: Please see EEO Policy; EEO Forms/Posters must be visible to all customers in each common area, classroom, conference room, computer lab, etc. within Comprehensive, and Affiliate Job Centers.

FACILITY PROCEDURES

Safety Protocol

See site Co-Managers for a copy of the DES facility Emergency Action Plan and Emergency Response Procedures for your location. Become familiar with the posted plans and emergency exits.

Facilities Management

The Local Office Coordinator (LOC) is the primary contact for building and maintenance issues in a DES owned or leased building. A Landport is a web based, centralized facility request tracking system, managed by the Office of Facilities Management (OFM) Business Operations (BO) Unit. A Landport is used to report all facility related issues, emergency or routine, and is monitored Monday through Friday (except holidays) from 8:00 a.m. to 5:00 p.m.

Non-Urgent Maintenance/Repair

A facility related request is considered non-emergency when the situation does not directly impact or prevent the employees or customers from conducting business in the facility. The LOC will input a Landport request for maintenance or repair, providing detailed information about the service needed.

Urgent Building Maintenance/Repair

A facility related request is considered urgent when the situation directly impacts or prevents the employees or customers from conducting business in the facility (example: power outage, HVAC/heat

not working). The LOC will input/call in a Landport request, providing details of the emergency repair and/or maintenance needed. When the LOC is not available during a building emergency contact the Landport Hotline: 602-542-5698 and notify your direct supervisor.

Emergency Building Maintenance/Repair

If in an emergency situation that involves potential imminent evacuation, natural disaster, or other hazardous conditions such as a fire, first get to a safe area then call 911 and/or the Landport Hotline 602-542-5698 and notify your direct supervisor.

Parking

Each of our facilities has a parking policy. Staff should check with their supervisor to learn where parking is and is not permitted at each location.

Smoking

In accordance to with the Arizona Department of Economic Security's Smoke Free and Tobacco Free Workplace Policy (DES1-01-48), ARIZONA@WORK is a smoke-free workplace. Smoking is prohibited in any office, hallway, restroom, lobby, or other area within any ARIZONA@WORK facility. Smoking is permitted only in areas designated for smoking outside each ARIZONA@WORK facility, which does not include the general area around the front doors. Employees are expected to refrain from littering the sidewalks or parking lots with cigarette butts.

Designated Smoking Area

An outdoor area which has been clearly identified as a smoking area, signifying that smoking is permitted. Designated smoking areas must be at least 20 feet from windows, entryways, vents, doorways or other openings and must be designed to prevent smoke escaping from the designated smoking area into an enclosed area of a workplace, public place, or other areas where smoking is prohibited.

This includes Electronic Cigarettes (E-cigarette): Any battery-powered device that allows consumption of nicotine or other liquid by way of a vaporized solution, or any device which simulates smoking without burning tobacco.

Any full-time, part-time, or temporary (paid and nonpaid) person who conducts DES business must adhere to the smoking policy. This includes volunteers and contracted employees who may be doing work on behalf of DES but are employed or contracted through an employment agency.

Break Room/Food and Beverage

Break rooms contain standard kitchen equipment including a refrigerator for storing lunches and snacks. The refrigerators will be cleaned of all contents as needed. It is your responsibility to assist in maintaining a clean environment that all staff can enjoy.

ARIZONA@WORK City of Phoenix supports staff to provide brewing equipment, and supply their own coffee, tea, filters, creamers, sweeteners, cups, etc. at their own expense.

ARIZONA@WORK City of Phoenix supports fostering excellent employee morale. While it cannot supply food and beverages for such special occasions as staff holiday, it does support staff supplying their own

food and beverage for gatherings with all staff. However, staff is expected to be sensitive to customers and their current situations and use the utmost discretion.

HOURS OF OPERATION

Centers are consistent in the hours of operation. Each partner agency or organization is accountable for providing services during regular business hours. ARIZONA@WORK City of Phoenix Centers Hours are Monday through Friday: 8:00 am to 5:00 p.m.

Work Hours and Breaks

The regular work week is 40 hours. Depending upon your specific role at the ARIZONA@WORK City of Phoenix, schedules may vary. It is your responsibility to confirm your work schedule with your immediate supervisor.

All providers within the ARIZONA@WORK City of Phoenix must operate in accordance with local ordinances, state wage and hour regulations, and with the U.S. Fair Labor Standards Act.

For safety purposes, staff may only occupy the building while a security guard is on site unless approved by a supervisor. It is strongly recommended that at least two staff members occupy the building when a security officer is not on site.

Holiday Schedule

All ARIZONA@WORK City of Phoenix One-Stop Job Centers are closed in observance of the following holidays:

New Year's Day	Labor Day
Martin Luther King Jr. / Civil Rights Day	Indigenous Peoples' Day
Lincoln/Washington/President's Day	Veteran's Day
Memorial Day	Thanksgiving Day
Independence Day	Christmas Day

Holidays falling on Saturday or Sunday will be observed on the nearest workday. Please see individual supervisor regarding any other scheduled holiday outside of the holidays listed above. **Your organization's holiday schedule may differ from the building schedule.**

CUSTOMER ACCESS

Remember, one of the primary ARIZONA@WORK's principles is universal access. It is up to ARIZONA@WORK staff to provide equal access and complete information to anyone seeking services. ARIZONA@WORK must achieve a level of service that meets the needs of businesses, and job seekers; businesses in need of local talent to fill positions, and customers needing to advance their current employment status.

Veteran Priority of Service

Priority of Service is the right of a Veteran or eligible spouse of a Veteran to be given priority of service over a non-covered person for the receipt of employment, training and placement services not withstanding other provisions of the law.

The entire workforce of the Phoenix Metro area and beyond can be a potential customer. Some customers are eligible for special or individualized services. In addition to Veterans, these customers may include, but are not limited to, the following target populations:

- ✓ Veterans
- ✓ Spouses of Veterans
- ✓ Persons with disabilities
- ✓ Priority of Service adults and youth ages 16 to 24 (not working/not in school)
- ✓ Unemployed/Dislocated workers
- ✓ Unemployment Compensation Recipients
- ✓ Re-entry population

Accommodations

See site Co-Managers to review the Americans with Disabilities Act (ADA), regulatory and ARIZONA@WORK Job Center accommodations. Accommodations may include such services as an interpreter, TTY etc.

Limited English Proficiency (LEP) Customers

The LEP policy and procedures ensures quality and timely language assistance services to any prospective, potential or actual recipient of services from ARIZONA@WORK programs who cannot speak, read, write or understand the English language at a level that permits effective interaction with ARIZONA@WORK staff.

Staff can use the “I Speak” cards, Language Notification Flyer, or other staff members to determine the customer’s primary language. For shared customers between Title I, Title III and/ or Title IV staff will coordinate with the Department of Economic Security (DES) Supervisor to coordinate interpreter services available through Language Line Solutions. For all other customers or if services are unavailable through the Language Line the Job Center Supervisor will login to the United Language Group and submit a request for services.

For American Sign Language (ASL), applicable program has contracted services available and will request interpretation services prior to date of job center services.

Opening Procedures

Staff will be assigned to start up computers, make sure all equipment is turned on and doors are unlocked and ready for customer access at 8:00 AM. Membership benefits and workshop flyers will be available in the Lobby and Resource Room. One-Stop Operator will ensure that Greeters and Resource Room staff are in place to welcome and serve customers.

Closing Procedures

Staff will provide notification to customers at the 30- and 15-minute mark that the center will be closing, and request that they complete what they are working on. No job seekers will remain in the building after 5:00 pm.

Virtual One-Stop (VOS) Greeter Management Guidelines

The VOS Greeter is a lobby management tool designed to help local one-stops meet their goal of reducing cost and improving efficiencies for the purpose of staffing requirements, providing services, and monitoring customer traffic.

The self-service kiosk allows each customer to select the reason for their visit to the Job Center, making staff aware of their needs prior to picking them up from the welcome area and allowing welcome desk staff to focus on helping determine the reason for a visit through conversation. The core Self-Service Visit Reasons (Kiosks) shall be the same at all offices. Only with the consensus of the Integrated Service Delivery Leadership Team will changes to the core reasons occur. This is to ensure that reporting outcomes are aligned among centers. Please refer to the VOS Greeter Standard Work attachment.

STAFF TRAINING AND DEVELOPMENT

To ensure that each staff member working with customers will have the skills and knowledge needed to provide exemplary customer service, ongoing training will be provided to staff on a continuous basis. This training will include presentations by One Stop partner programs and other regional workforce related community and faith-based organizations. Examples of training opportunities include Integrated Service Delivery Training, Quarterly Partner Meetings and LinkedIn Learning modules.

UPDATES AND STANDARD WORK

This manual will be reviewed twice a year. Addendums to the manual will be added as needed by the Integrated Service Delivery Leadership Team and will be shared with staff via email or team meetings.

Standard Work documents included:

- ✓ OSO_421 Welcome_ Team_VOS-Procedure
- ✓ OSO_420 Welcome Team Attendance and Break procedure
- ✓ OSO_419 Unemployment Process 5.7.24
- ✓ OSO-418 Job Center Safety Process 3.26.24
- ✓ OSO_417 Phone Cell Process in COP Job Centers 9/25/23
- ✓ OSO_416_Voicemail Process in COP Job Centers 9-22-23
- ✓ OSO_415_Front Desk Coverage in COP Job Centers 10-22-23
- ✓ OSO_414_Pro_Step_Triage Process 2024 1-2-24
- ✓ OSO_413 Equus Email Inquiries 11-7-23
- ✓ Equal Opportunity What You Need to Know – 04-04-22
- ✓ ARIZONA@WORK Brand Style Guide 04-01-2021
- ✓ Accommodation and Accessibility 04-01-22
- ✓ Virtual One-Stop Greeter – 06-27-22
- ✓ Limited English Proficiency 504 – 10-2018
- ✓ Employer Complaint Review – 05-02-2019

Job Center Operations Manual – City of Phoenix

- ✓ My Next Move – 12-10-2019
- ✓ Client Notes – 02-10-2020
- ✓ Limited Services (draft) – 07-08-2020
- ✓ Typing Test – 10-25-2023

ATTACHMENTS

- ✓ Equal Opportunity is the Law (English and Spanish)– 01-2020
- ✓ I Speak Cards
- ✓ Language Flyer
- ✓ Customer Flow Chart 08-24-22