



State of Washington
Department of Fish and Wildlife

Mailing Address: 600 Capitol Way N, Olympia WA 98501-1091, (360) 902-2200, TDD (360) 902-2207
Main Office Location: Natural Resources Building, 1111 Washington Street SE, Olympia WA

DATE: January 26, 2012 **Staff Signature:** _____
TO:
FROM: WILLIAM GLEOCKLER
SUBJECT: MEMO OF EXPECTATIONS **Date Reviewed:** _____

This memo is to clarify expectations and your work hours of **8 AM to 5 PM**. Monday through Friday. Alternative work schedules may be required. All Customer Service Representatives schedules may be subject to change and to include weekends, when business necessity requires. Alternative work schedule may vary from **7:30 am to 6:30pm**. Overtime may be required, and this position is an overtime eligible position.

You should arrive to work at **8:00 AM**; if you find that you will be late you must call me prior to your start time at 360-902-2459 with an approximate arrival time and upon arrival, and send me an email immediately upon your arrival. Your email must include your reason for being late, and any other information you feel should be communicated. Time may not be made up during lunch, breaks or by staying late at the end of the day.

If you are unable to make it to work due to illness, or other circumstance you must call me directly at 360-902-2459, prior to the beginning of your shift indicating the reasons for your absence, and when I may expect your return.

Adherence to, and meeting the expectations and annual performance goals set for this customer service position is vital to meeting the primary objective of this position.

YOUR EXPECTATIONS ARE AS FOLLOWS:

Adherence to and meeting Performance Standards:

- You are required to meet the Performance Standards for all work and tasks assigned to you.
- You are required to complete all work in a timely manner as communicated to you by the CSS4.

Unit Area:

- You are all responsible for keeping the unit area neat and orderly.
- Ensure that recyclable materials and trash are placed where the maintenance staff can pick it up.
- You are required to keep your desk neat and organized.

Unit Meetings:

- Everyone is expected to participate in Unit and Division meetings.
- To come prepared with suggestion, questions, concerns; and updates on work in progress or completed tasks.

Attendance & Leave:

- Be punctual and adhere to your work schedule.
- You are required to log into the Call Management System at the beginning of your shift, and log out at the end of your shift.
- Requests for leave are recommended to be made with at least two weeks' notice; the Supervisor may make exceptions when business needs allow.
- Leave request are to be discussed with CSS4 and followed up with an email request. When filling out the leave request form ensure you specify the leave request with the comment section completed.

Breaks:

- You must attain supervisor's approval prior to altering designated lunch breaks.
- Work together to ensure that during all breaks there is at least two persons logged onto the phone system.
- Go Available/Not Available on the phone anytime that you are out of the unit area, regardless of the length of time.

Communication:

- You must be respectful and courteous.
- You are responsible for communicating in a positive respectful manner any challenges, concerns or suggestions for improvements to your co-workers and supervisor.
- Review emails immediately when arriving to work and check your email periodically throughout the day.

Interpersonal Skills:

- Interacts with teammates, clients, and others in a positive manner. Demonstrate understanding that individuals have different perspectives and communication styles. Practice active listening. Be open and honest. Treat others with respect, kindness and consideration.
- You are expected to respond to difficult, stressful or sensitive interpersonal situations in ways that reduce or minimize potential conflict and maintain good working relationships among internal and external customers, and co-workers.
- Coach, mentor and support co-worker

If you have work-related concerns contact me directly, or the person in charge, if I am unavailable you should e-mail me. I will address these issues as soon as possible. If you will not be able to meet these expectations, please notify me in writing so that I may assist and we may work together to achieve these important goals. If I am not notified in writing and expectations are not met we will need to address the issue.

Thank you,

William Gleockler
WDFW Licensing Division
Dealer Support Supervisor

CC: WDFW Customer Service Specialist, Jozette Del Castillo
Personnel file