

Agency Employee Handbook

Agency Name

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# AGENCY INFORMATION

## AGENCY WELCOME

As a team member of the **Office of Ethics and Accountability**, you will be counted on and expected to know your job and perform it to the best of your ability. We depend on your efforts to help make the agency a responsive and effective instrument of the Prince George’s County Government. In light of this, please review your job description included in this handbook, which will provide you with a detailed list of the responsibilities and tasks you have been hired to perform. It will also identify your immediate supervisor and outline the day-to-day duties and tasks that are assigned to your position.

Enclosed in this handbook are pertinent information and reference materials that are applicable to your position. You should become familiar with this information, as they will assist you in performing your job. Feel comfortable to ask your immediate supervisor and fellow employees questions to clarify anything that is not clear to you.

As you become familiar with your new assignment, you will have an opportunity to interact with all of the employees of the agency. You will be provided with information on the interdependence of your jobs and the types of activities their offices perform. You are encouraged to learn all that you can about your job and the agency to assist other agency employees in any way you can.

## HANDBOOK PURPOSE

The Agency New Employee Handbook is designed to familiarize you with the agency’s functions, address your concerns about your job and provide information and resource materials, which you will need to perform your duties and responsibilities in an efficient and professional manner.

**This handbook will provide you with:**

* The agency’s vision and mission
* Knowledge of the organization, its policies and procedures
* Information concerning the organization structure, and
* The agency’s employee expectations and standards of performance and conduct

Disclaimer: County employees are responsible for knowing and understanding the policies, which are outlined in this Handbook, the Personnel Law, Executive Orders, rules, regulations and procedures.

## AGENCY MISSION & VISION

**Agency Mission**

Include agency mission here

**Agency Vision**

Include agency mission here

## AGENCY ORGANIZATIONAL CHART

Insert agency organizational chart in this section.

## AGENCY CONTACT LIST

Insert agency contact list in this section.

# EMPLOYEE INFORMATION

## EMPLOYEE OFFER LETTER

INSERT NEW EMPLOYEE OFFER LETTER IN THIS SECTION

* The offer letter should be prepared and signed by the Director welcoming the new hire to the Agency
* The offer letter must include the virtual orientation date and a follow-up one-on-one meeting with the new hire and the Hiring Manager on the second day
* Once the acknowledgement letter is received by the new hire, the HR Liaison will process the new hire information in SAP

## EMPLOYEE POSITION DESCRIPTION

Insert copy of employee’s position description in this section.

## EMPLOYEE TECHNOLOGY & LOGIN INFORMATION

***Login Information***

Your key login and contact information for your Prince George’s County Government account is included below.

|  |  |
| --- | --- |
| **Username** | Click or tap here to enter text. |
| **Temporary Password** | Click or tap here to enter text. |
| **Email Address** | Click or tap here to enter text. |
| **Phone Number** | Click or tap here to enter text. |
| **Temporary Voicemail Passcode** | Click or tap here to enter text. |

***Office of Information Technology (OIT) Service Desk***

* The OIT Service Desk provides technological support for issues including hardware, software, networking, accounts and printing
* The OIT Service Desk can be reached 24 hours a day by calling 301-883-5322

***Computer Account***

* Each employee in Prince George’s County Government is given a username and a password to log into the network
* This username and password also grant access to Active Directory, Microsoft Office 365 Online, Teams, and email. Certain separate applications (i.e., Kronos and Success Factors) will use single-on while connected to the County network
* When you log onto any computer on the network, you are automatically connected to your specific network resources, along with the resources of the local machine

***Password***

Your password must meet County requirements:

* Minimum of 8 characters (letters and numbers)
* Case change (upper- and lowercase)
* No part of your name may be used in the password
* Symbols are permitted

***Changing your Password***

* Your password expires every 90 days
* You must reset your password before it expires in order to keep access to your account
* You will receive a notification when you login to update your password when the expiration of your password is approaching.

***Resetting an Expired Password***

* To reset an expired password, you must call the County Helpdesk at 301-883-5322

***Share Drive***

* The Agency Share Drive is personal network-based storage for work-related files and folders
* This storage location is available to you anywhere you login on the County’s network
* The contents of your Share Drive may only accessible by you or by Agency staff depending on the settings
* All data stored on the Share Drive is backed up
* If you need additional access to the Share Drive, please contact the Agency IT Coordinator

***Microsoft OneDrive***

* All County employees are given one terabyte of OneDrive storage
* Access OneDrive online at <https://login.microsoftonline.com/> and enter your County e-mail address
* Enter your County credentials on the Prince George’s County login page

***Remote Access***

* You can access your County profile (including the H: and I: drive) off-network via the Virtual Private Network (VPN)
* All County computers have Cisco AnyConnect Secure Mobility Client installed
* Once you have connected to Wi-Fi, launch Cisco AnyConnect and enter your login information to sign onto the VPN

***IT Ticket System (EasyVista)***

* EasyVista is a web-based portal used for tracking all technology incidents and service requests for the Office of Information Technology (OIT)
* Employees with access can submit tickets directly through the platform (***Note: not all employees have access to EasyVista***)
* If you don’t have access to enter ticket or request, call 301-883-5322, email OITServiceDesk@co.pg.md.us, or contact your Agency IT Coordinator
* Access EasyVista online at <https://princegeorgesmd.easyvista.com/>

***Office 365***

* All County employees are given one terabyte of OneDrive storage and a free download of Office
* Access your Office 365 account online at <https://login.microsoftonline.com/>
* Enter your official County e-mail address and click sign-in. Enter your County credentials on the Prince George’s County login page

***Office of Information Technology (OIT) Services Policies:***

* OIT has several policies with which you should familiarize yourself; those policies can be found online at <http://itranet/sites/oit/policy/Pages/default.aspx>
* OIT services policies include:
	+ Internet
	+ Personal internet is permitted for checking personal email
	+ Social media access should be limited
	+ All internet and computer usage is monitored
	+ County website: <http://www.princegeorgescountymd.gov/>
	+ County intranet: <http://intranet/> (this link works only when connected to the County’s network)

***Kronos***

* Kronos is the timekeeping software used by the County government
* All County employees have a Kronos account that can be used to submit hours worked for approval by your supervisor
* Access the Kronos system online at <https://princegeorgescountymd.kronos.net/> using your County email and password

***Employee Self Service (ESS)***

* The ESS system is used by County employees to access their benefits and personnel information
* The system can also be used access your paystubs as well as change your benefits and payroll information
* Access the ESS system online at <https://portal.sap.mypgc.us/irj/portal> using your County email and password

The complete and most up to date list of helpful links can be found on the Office of Information Technology (OIT) website at <https://www.princegeorgescountymd.gov/3408/Working-Remotely>.

##

## EMPLOYEE ONBOARDING SCHEDULE

|  |  |  |  |
| --- | --- | --- | --- |
| **Time** | **Task/Meeting** | **Point of Contact** | **Topic** |
| **Monday | December 5, 2022** |
| 9:00 a.m. – 12:00 p.m. | OHRM Virtual Orientation | Agency HRL | * Onboarding information
 |
| 12:00 – 1:00 p.m.  | Lunch | N/A |  |
| 1:30 – 3:00 p.m. | HRL Welcome Meeting | Agency HRL | * Agency introduction
 |
| **Tuesday | December**  |
| 10:00 a.m. – 12:00 p.m. | Supervisor Meeting | Lisa Devlin | * Role overview
 |
| 2:00 – 3:00 p.m. | Meet and Greet | John Starte | * Role
 |
| **Wednesday |**  |
| 10:00 – 11:00 a.m. | Agency Welcome Event | Agency HRL | * Team welcome
 |
| 12:00 – 1:00 p.m. | Agency Mentor Welcome Meeting | Jane Joy | * Intro meeting
 |
| **Thursday | DATE** |
| 10:00 – 11:00 a.m. | Meet and Greet | John Smith | * Intro meeting
 |
| 11:00 am – 12:00 p.m. | Kronos Training & Onboarding Questions | Agency HRL | * Kronos review
* Questions
 |
| 3:00 – 4:00 p.m. | Supervisor Check-in Meeting | Lisa Devlin | * Check-in
* Questions
 |
| **Friday | DATE** |
| 9:00 am – 5:00 p.m. | Office Work | N/A |  |
|  |  |  |  |

# COUNTY GOVERNMENT INFORMATION

## POLICIES AND PROCEDURES

**INTERACTION BETWEEN AGENCY EMPLOYEES & CONFIDENTIALITY**

Employees are encouraged to be cordial and inquisitive regarding intra- and interoffice job assignments. Individual assignments are an employee’s primary responsibility; however, we all perform better when we work as a team. When time permits, sharing details of division operations with other employees is advantageous to our entire operation. Employees should exhibit sensitivity and concern for fellow workers and should strive to help each other achieve maximum efficiency.

***Personal Space***

Most employees are in offices; however, conversations—even normal levels—can easily be overheard. Since sound easily travels and discussions can sometimes be overheard, one should make every effort not to eavesdrop. If something is heard, it should be held as confidential.

***Disseminating Information***

Great care should be taken to ensure that confidential information is not improperly disseminated and that correct information is given. Do not offer gratuitous comments to the public, customers, or stakeholders in your work regarding your opinion of a matter unless you know of what you speak and are authorized to do so. When you receive a request for information, which you are authorized to give, be sure to look up the correct answer the first time.

***Confidentiality within Divisions***

Teamwork between Divisions is encouraged, but certain forms of information are confidential with its respective Division. Information should only be shared on a need-to-know basis.

***Customer Service***

Every County employee’s job exists to satisfy the needs and reasonable expectations of our external and internal customers. The agency prides itself on providing high quality services. It is expected that each employee will:

* Use their knowledge, skills and abilities to provide the best service to customers
* Maintain a commitment to excellence in the performance of assigned duties and responsibilities
* Take personal responsibility for ensuring that agency goals and objectives are achieved, and
* Maintain a positive image when communicating with the public, other departments and agencies

***Professional Attire***

Employees shall dress in a manner customarily expected in the profession. Upon approval of an employee’s supervisor, casual dress will be acceptable when working conditions dictate. Employees are expected to avoid extreme styles of dress or grooming that are unprofessional or disruptive to the workplace.

***Casual Friday Attire***

Agency Appointing Authorities may allow business casual dress on Fridays. For guidance related to wearing casual attire to work please contact your supervisor or Agency Human Resources Liaison.

***Request for Leave***

Annual leave must be approved by the employee’s supervisor in advance of use and must be submitted in Kronos in a timely fashion. Generally, the employee should submit annual leave requests for less than five days to their supervisors as soon as the employee is aware of the time of expected use. Annual leave requests of five or more days should be requested at least 14 calendar days in advance of the anticipated leave period.

Supervisors are required to make a timely response to annual leave requests. However, if a supervisor does not respond to an employee’s request within three (3) business days after the leave request is submitted the day before the requested leave, whichever is earlier, the employee may go directly to the supervisor; or, go to the next highest supervisor for approval. When an employee’s annual leave is denied, the supervisor and employee will establish a mutually agreeable alternative leave period.

***Attendance and Tardiness***

As an employee, you will be held responsible for reporting to your designated worksite as expected and to be on time. Being late or accumulating unexcused absences is unacceptable and may result in progressive disciplinary actions up to termination. If you expect to be late for work, it is your responsibility to contact your supervisor. Your supervisor will determine if you will be excused.

***Discipline Policy***

As an employee, you are expected to adhere to County policies. It is your responsibility to:

* Be to work on time
* Maintain a satisfactory attendance record
* Perform work assignments
* Work cooperatively with co-workers, and
* Remain alert and active in performing your assigned duties

As outlined in County Code, Subtitle 16 (online at [https://library.municode.com/md/prince\_george's\_county/codes/code\_of\_ordinances](https://library.municode.com/md/prince_george%27s_county/codes/code_of_ordinances)) and Administrative Procedure 224 (available on the County Intranet online at <http://intranet/>) a disciplinary action or immediate termination will occur if you are involved in, but not limited to, any of the following:

* Drinking or possessing alcohol while on the job
* Using or possessing drugs, drug paraphernalia, or other controlled substances or under the influence of a drug or other controlled substance
* Fighting, assaulting, harassing or otherwise threatening a co-worker or supervisor
* Insubordination, which includes, but not limited to, refusing to work, using abusive language toward other employees while at work
* Leaving your worksite without the permission of your supervisor
* Stealing, or
* Unsatisfactory work performance

***Employee Identification Cards***

All employees must wear their County-issued employee photo identification cards in all County-operated facilities and when conducting County business. All employees are responsible for maintaining a safe and secure County workplace by wearing the County employee photo identification card and adhering to the regulations of Administrative Procedure 211 available on the County Intranet online at <http://intranet/>.

***Training and Professional Development***

The Office of Human Resources Management (OHRM) Center for Learning and Development (CLD) offers several training and development opportunities for County employees. In order to have an effective training and career development program, the needs of our employees must be met. Additional information about training opportunities can be found on the CLD website at

<https://www.princegeorgescountymd.gov/3187/Center-for-Learning-and-Development>.

***Employee Incentive Awards***

The agency values its employees and offers recognition incentives. Employee Incentive Awards Program (Administrative Procedure 216, available on the County Intranet online at <http://intranet/>) provides agencies the opportunity to adopt a recognition program. The agency recognizes employees for exemplary performance in conjunction with the employee’s performance appraisal. Based on the employee’s performance appraisal they can receive the following incentive awards:

* One (1) day of annual leave for an overall rating of “Exceeds Satisfactory” for the past performance appraisal
* Two (2) days of annual leave for an overall rating of “Outstanding” for the past performance appraisal, or
* Three (3) days of annual leave for an overall rating of “Outstanding” for the past two or more consecutive performance appraisals.

***Workplace Harassment Avoidance***

The Prince George’s County Government has a zero-tolerance policy against harassment and discrimination of employees or constituency for any reason prohibited by law, including sexual harassment. All County employees are required to participate in the mandatory Workplace Harassment Avoidance Training.

***Parking***

Free parking for all employees is available. There are certain limited areas in which a parking permit is required; these reserved parking spaces are marked.

***Telework Policy***

Employees can use telework on a situational and routine basis if approved by the agency appointing authority. A telework application must be submitted, approved, and on-file with the agency telework coordinator before any employee uses telework. Employees who wish to use telework are also required to complete an online telework training. Details on how to complete the telework training can be found online on the OHRM Center for Learning and Development website online at

<https://www.princegeorgescountymd.gov/3491/Telework-Training>.

Policies, guidance, and materials related to telework are available on the OHRM website online at <http://ohrm.mypgc.us/>.

***Administrative Procedures***

You can view all Procedures on the County Intranet online at <http://intranet/sites/ohrm/Policy%20and%20Procedures/Documents%20Performance%20Mgmt/Forms/AllItems.aspx>. Please note that you must be connected to the County network/server either in a County government building or through VPN remote connection to access the Intranet.

**Prince George’s County Code**

You can view the Prince George’s County Government Code of Ordinances online at [https://library.municode.com/md/prince\_george's\_county/codes/code\_of\_ordinances](https://library.municode.com/md/prince_george%27s_county/codes/code_of_ordinances).

## COUNTY GOVERNMENT ACRONYMS

ADA — Americans with Disabilities Act

ASD — Administrative Services Division

BMP — Best Management Practice

BPRD — Building Plan Review Division

CBB — County Based Businesses

CBCA — Chesapeake Bay Critical Area

CHIP — County Housing and Inspection Program

CLOMR — Conditional Letter of Map Amendment

CO — Correction Order

COMAR 10.15.03 — Code of Maryland Regulations — Food

COMAR 10.17.01 — Code of Maryland Regulations — Swimming Pools/Spas

COMAR 10.26. 04.04 — Code of Maryland Regulations — Wells

COMAR 10.26.04.02 — Code of Maryland Regulations — Septic

COUNTY — Prince George’s County

CPv — Channel Protection Volume

CRSI — Concrete Reinforcing steel Institute

CSR — Customer Service Request

DHCD — Department of Housing and Community Development

DOE — Department of the Environment

DPIE — Department of Permitting, Inspections and Enforcement

DPW&T — Department of Public Works and Transportation

ECI — Engineers Certification of Inspection

ED — Enforcement Division

EEO — Equal Employment Opportunity

EER — Electrical Engineering Review

EIN — Employee Identification Number

EIR — Electrical Inspection Review

EOC — Emergency Operations Center

EOR—Engineer of Record

EPA — Environmental Protection Agency

ERP — Enterprise Resource Planning

ESD — Environmental Site Design

FEMA — Federal Emergency Management Agency

FLSA — Fair Labor Standards Act

FM — Factory Mutual

FPER — Fire Protection Engineering Review

FPIR — Fire Protection Inspection Review

FSF — Food Service Facility

FSM — Food Service Manager

GIS — Geographic Information System

IBC — International Building Code

ICC — International Code Council

ID — Inspections Division

IEBC — International Existing Building Code

IECC — International Energy Conservation Code

IFC — International Fire Code

IFGC — International Fuel Gas Code

IMC — International Mechanical Code

IPC — International Plumbing Code

IRC — International Residential Code

ISO — International Organization for Standardization

ISPSC — International Swimming Pool and Spa Code

IVR — Integrated Voice Response

LAN — Local Area Network

LIS — Legislative Information System

LOMA — Letter of Map Amendment

LOMC — Letter of Map Correction

LOMR — Letter of Map Revision

M/F — Multifamily

MBE — Minority Based Enterprise

MDE — Maryland Department of the Environment

MEMA — Maryland Emergency Management Agency

MEP — Maximum Extent Practicable

MER — Mechanical Engineering Review

MIR — Mechanical Inspection Review

M–NCPPC — Maryland–National Capital Park and Planning Commission

MPIA — Maryland Public Information Act

MSHA — Maryland State Highway Administration

NAAMM — National Association of Architectural Metal Manufacturers

NCMA — National Concrete Masonry Association

NCSEA — National Council of Structural Engineer Associations

NDS — National Design Specifications

NEC — National Electric Code — NFPA 70

NEOGOV — The County’s Recruitment and Application System

NFPA — National Fire Protection Association

NIMS — National Incident Management System

NOAA — National Oceanic and Atmospheric Administration

NPDES — National Pollutant Discharge Elimination System

NRCS — Natural Resources Conservation Service

NRI — Natural Resource Inventory

OCS — Office of Central Services

OEA — Office of Ethics and Accountability

OIT — Office of Information Technology

OMB — Office of Management and Budget

OOL — Office of Law

OSHA — Occupational Safety and Health Administration

OU — Organizational Unit

PCI — Precast Prestressed Concrete Institute

PGSCD — Prince Georges Soil Conservation District

PIN — Position Identification Number

PIO — Public Information Officer

PLD — Permitting and Licensing Division

PLS — Permitting and Licensing System

PMO — Project Management Office

PM — Property Maintenance

PMT — Project Management Team

PO — Purchase Order

PRF — Position Requisition Form

PTI — Post-Tensioning Institute

QA/QC — Quality Assurance/Quality Control Section

QA — Quality Assurance

QAS — Quality Assurance Section

QC — Quality Control

Qf — Extreme Flood Protection

Q-Nomy — Queue Management System

Qp — Overbank Flood Protection

S/F — Single Family

SCON — Street Construction Permit

SCSEP — Senior Community Service Employment Program

SDCP — Site Development Concept Plan

SDFG — Site Development Fine Grading Permit

SDI — Steel Deck Institute

SDP — Site Development Plan (Storm Drain Plan or Stormwater Management Plan)

SDRG — Site Development Rough Grading Permit

SER — Structural Engineer of Record

SFPE — Society of Fire Protection Engineers

SIR — Structural Inspector of Record

SJI — Steel Joist Institute

SLA — Service Level Agreement

SPF — Spruce Pine Fir

SRPRD — Site/Road Plan Review Division

Subtitle 27 — Prince George’s County Zoning Code

Subtitle 32 — Prince George’s County Grading Code

Subtitle 4 — Prince George’s County Building Code

Subtitle 9 — Prince George’s County Electrical Code

Subtitle 11 — Prince George's County Fire Safety Code

SWM — Stormwater Management

SYEP — Summer Youth Employment Program

TCP2 — Tree Conservation Plan Type 2

TC — Time of Concentration

TMDL — Total Maximum Daily Load

TMS — The Masonry Society

TNI — Transforming Neighborhoods Initiative

TPIP — Third Party Inspection Program

UL — Underwriters Laboratories

VN — Violation Notice

VOIP — Voice Over I. P.

VPN — Virtual Private Network

WAN — Wide Area Network

Wi-Fi — Wireless Fidelity (not really an acronym)

WIP — Watershed Implementation Plan

WQv — Water Quality Volume

WSSC — Washington Suburban Sanitary Commission

YTD — Year to Date

ZVN — Zoning Violation Notice

## COUNTY GOVERNMENT CONTACT LISTING

The County Executive’s Office provides a regularly updated listing of department, agency, and division head listings through the County Intranet site. The most recent version of the contact list can be found online on the County Executive Intranet site at <http://intranet/sites/cex/Pages/default.aspx>. Please note that you must be connected to the County network/server either in a County government building or through VPN remote connection to access the Intranet.

