

2.10. EMPLOYEE APPEARANCE AND BEHAVIOR

Members of the public judge a community not only by service, but also by the appearance of its personnel, equipment and facilities. Good public relations cannot be guaranteed by merely doing a good job; the public must be convinced the service is good through appearance, behavior and personal demeanor.

The personal appearance of all employees, especially those who come into contact with the public, is important and should conform to community standards. Dress should be appropriate to the division/area in which an employee works. This may include required uniforms or safety attire. Examples of inappropriate shirts include shirts with inappropriate slogans, tank tops, muscle shirts, camouflage and crop tops. All employees should, to the extent reasonable for their job duties, be neat and clean in dress and personal appearance, and convey a professional appearance while engaged in City business. The City Manager or Department Directors may establish reasonable standards of appearance and clothing which are appropriate for the job assignment. These standards may be verbal or in writing. Any accommodations must comply with safety requirements and overall professional appearance.

Those employees provided uniforms by the City of Ellensburg must maintain the uniform in good condition and wear the uniforms. The appearance of uniformed personnel is one of particular importance, since the public is more apt to recognize these employees as City personnel. Uniforms should be clean, pressed, mended and fitted properly. The appearance of the uniform depends on the way it is worn, as well as its condition.

The behavior and bearing of all personnel is an important factor in the formulation of public opinion. Individuals coming into government offices should perceive a positive work environment with inclusive cooperative attitudes. All City employees are expected to represent the City of Ellensburg in a professional manner which is courteous, efficient and helpful. Employees are also expected to use appropriate language for a professional workplace. Profanity and other potentially offensive behavior is prohibited.

2.11. EMPLOYEE ISSUES

Employees are encouraged to make recommendations or suggestions for the improvement of City services and internal operations. Non-represented employees may, in a non-disruptive manner, raise questions which affect salary and benefits and working conditions. Employees should address such questions to their immediate supervisor and, if a satisfactory response is not received, may ask for a meeting with the appropriate department director to discuss the issue. In the event the issue is not resolved at the department level, it may be brought to the City Manager for his/her review and decision, which shall be final.

Personnel Policies Manual

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