



NEW EMPLOYEE GUIDE FOR SUPERVISORS

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SET UP AN INITIAL SUPERVISOR & DIRECTOR MEETING

Purpose: Align on role expectations, clarify responsibilities, and develop a customized onboarding action plan. Cover the following items:

Review The Job Description

Action Steps:

- Walk through the job description line by line, highlighting primary responsibilities, key deliverables, and performance standards.
- Connect the role's responsibilities to the broader departmental and City objectives.

Supervisor Tips:

- Provide tangible examples of successful past performance in similar roles.
- Invite questions and confirm the employee's understanding.

Develop an Onboarding Action Plan

Materials to Review:

- Provide a curated packet of department policies, procedure manuals, workflow charts, organizational charts, and any relevant regulations.
- Assign deadlines for reviewing these materials and offer to answer any clarification questions.

Training to Complete:

- Identify and schedule any mandatory training sessions (e.g., safety training, software tutorials).

Goals for First 90 Days:

- Work with the employee to create 3-5 SMART goals that align with department priorities.
- Include milestones and checkpoints to gauge progress at the 30-, 60-, and 90-day marks.

Employees to Shadow:

- Select team members whose roles intersect with the new hire's responsibilities.
- Provide a structured shadowing plan with specific objectives (e.g., learn the invoicing process, observe customer interactions, understand equipment maintenance routines).

Supervisor Tips:

- Provide written copies of all plans and goals.
- Schedule quick follow-up meetings after each training/shadowing session to reinforce learning.
- Encourage the employee to keep a journal of insights, questions, and achievements during this period.

Set and Review the Employee's Schedule

Supervisor 1-on-1s:

- Schedule weekly check-ins for the first month and bi-weekly thereafter, focusing on progress, upcoming tasks, challenges, and support needed.
- Use these sessions to provide timely feedback, celebrate wins, and clarify expectations.

Team Meetings:

- Invite the new employee to relevant team meetings, ensuring they understand the meeting's purpose and how they can contribute.
- Assign them a small, manageable responsibility in a meeting (e.g., presenting a brief update) once they are comfortable.

Supervisor Tips:

- Consistency is key: keep scheduled 1-on-1s a priority to show commitment to their development.
- Encourage open dialogue—ask what's going well and what could be improved.

THE GOAL

Ensure all new employees are set up for success within the City, your department and their position by providing a structured onboarding during their first 90 days. The hope is to establish clear expectations and create a supportive environment that encourages employee engagement and fosters long-term growth.



City of Chelan

2 HOST A “GET TO KNOW” OPPORTUNITY

Purpose: Help the new employee acclimate to the team’s culture, understand colleagues’ roles, and begin building relationships early on.

Action Steps:

- Informal Gathering: Organize a casual team event (e.g., team lunch, morning coffee chat, or a brief “huddle”) during the first week.
- Team Introductions: Ask each team member to share their role, responsibilities, and tenure with the City, along with a personal insight (such as a hobby or community interest).
- Set the Tone: Emphasize collaboration, open communication, and support. Encourage the new employee to ask questions and initiate conversations.

Supervisor Tips:

- Brief the team in advance to ensure a warm welcome.
- Offer guidance on what to share, keeping it professional but personable.
- Follow up with the new employee afterward to see how they felt about the introduction.

3 REVIEW PROBATIONARY PERIOD

Quarterly Reviews:

- Clearly outline the schedule and purpose of 3-, 6-, and 9-month performance reviews.
- Provide criteria that will be used to assess performance, emphasizing transparency and fairness.

1-Year Evaluation:

- Explain the formal annual review process and how it ties into successful completion of the probationary period.
- Reinforce that performance discussions are ongoing, not just tied to formal review periods.

Supervisor Tips:

- Offer examples of successful progression through the probationary period.
- Encourage the employee to actively document their achievements and challenges for performance discussions.

4 SET UP DEPARTMENT-SPECIFIC NEEDS

Action Steps:

- Ensure the new employee’s login credentials and permissions are active by their first day.
- Provide an overview or a cheat sheet of key software tools used in the department.
- Arrange basic training sessions or assign a “go-to” colleague who can assist with initial troubleshooting.
- Issue any necessary tools, equipment, uniforms, or PPE (e.g., safety glasses, gloves, or hardhats) on day one.
- Provide instructions or demonstrations on correct usage, care, and maintenance.
- Discuss the process for requesting replacements or repairs.
- If the role involves driving, review vehicle usage guidelines, scheduling procedures, and incident reporting protocols.
- Highlight any special requirements such as obtaining a specific license or clearance.
- Review critical safety protocols, emergency response procedures, and incident reporting forms.
- Stress the importance of compliance and provide examples of scenarios and appropriate responses.
- Explain any testing or certification requirements, outlining the timeline and preparation resources available.
- If needed, schedule testing dates and point the employee to study materials.

Supervisor Tips:

- Emphasize safety and proper handling to prevent accidents.
- Provide a contact list of who to reach out to if equipment issues arise.
- Provide written policy summaries and highlight the most critical points.

