

New Employee Orientation & Onboarding

Employee Name: Dr. Kwasi Obeng Dept: Common Council Supervisor: CCEC

BEFORE THE EMPLOYEE'S START DATE

Outcomes: *This is a welcoming work environment with informed colleagues and a fully-equipped work space; new employees feel "settled in" on their first day.*

Schedule and Job Duties

- Submit the appropriate new hire information to HR (Lisa)
- Welcome phone call to new employee: (Marsha)
 - Confirm start date, time, place, parking, dress code, etc.
 - Identify computer needs and additional requirements.
 - Provide name of their contact of greeter.
- Prepare employee's calendar for the first two weeks. (Lisa)
 - Add regularly scheduled meetings (e.g. staff and Council) to employee's calendar.
 - Set up initial briefing with Clerk's Office for first week.
 - Set up initial briefing with RESJI.
 - Schedule First Day introductions with Alders and Council Staff

Socialization

- Email department/team of the new hire. Include start date, employee's role, and bio. Copy the new employee, if appropriate. (Marsha)
- Arrange for lunch with the appropriate person(s) for the first day and during first week. (Marsha)
- Select the greeter and review expectations, if appropriate. (Marsha) (Someone who is familiar with the position, who can outline expectations and talk about organizational structure/culture.)
- Select a mentor/onboarding support person. (CCEC) (H. Donahue? J. Hoffman? E. Knepp?)

Work Environment

- Put together welcome packet from the department and include: job description, welcome letter, contact names and phone lists, building and/or office map, parking and transportation information, mission and values of the department, etc. (HR Analyst)
- Clean and set up work station, and set up phone, computer, office supplies, and necessary equipment. (Lisa)
- Order building and/or office area keys. (Lisa)
- Order business cards and name plate, add employee to relevant email lists. (Lisa)

Technology Access and Related

- Order technology equipment (computer, printer) and software. (Lisa)
- Contact IT: order technology equipment and software to have the system set up in advance. (Lisa)
- Arrange for access to appropriate common drives and programs and phone installation.

Training/Development

New Employee Orientation & Onboarding

- Register new employee for New Employee Orientation with HR.

FIRST DAY

Outcomes: *The employee feels welcomed and prepared to start working; begins to understand the position and performance expectations.*

Schedule, Job Duties, and Expectations

- Clarify the first week's schedule, and confirm required and recommended training. (Greeter) (Harassment and Discrimination, Misconduct Investigation, Workplace Violence).
- Provide an overview of the department by Alders – its purpose, organizational structure, and goals. (Greeter)
 - Review job description, outline of duties, and expectations.
 - Describe how employee's job fits in the department, and how the job and department contribute to the division and the organization. Provide department flow chart.
 - Review hours of work. Explain department policies and procedures including: overtime, use of vacation and sick time, holidays, etc. Explain any flexible work policies or procedures.
- Attend morning meet-and-greet with Council Office staff. (Common Council Staff)
- Guide employee to initial City Orientation in Human Resources. (Lisa/Greeter)

Socialization

- Be available to greet the employee on the first day. (Greeter)
- Introduce employee to others in the department. (Greeter)
- Introduce employee to his/her mentor/onboarding support if applicable. (Greeter)

Work Environment

- Give employee key(s) and building access card. Explain how to get additional supplies. (Lisa)
- Provide department or building-specific safety and emergency information. (Lisa)
- Take employee on a tour. (CCB, MMB and/or other locations.) (Other Council Office Staff, Fields/Allen)

Technology Access and Related

- Provide information on setting up voicemail and computer. (Lisa)

New Employee Orientation & Onboarding

FIRST WEEK

Outcomes: *New employee builds knowledge of internal processes and performance expectations; feels settled into the new work environment.*

Schedule, Job Duties, and Expectations

- Debrief with employee after he/she attends initial meetings and begins regular work duties. Also touch base quickly each day. (Greeter)
- Explain the annual performance review and goal-setting process, including the role of the CCEC. (Greeter)
- Review the process related to the probationary period. (Donahue)
- Attend first briefing with Clerk's Office. (M. Witzel-Behl)
- Meet with budget analyst to get overview of agency budget. (L. Larsen)

Socialization

- Schedule one-on-one meetings with external co-workers, administrative and other staff who support the agency. (Council President)
- Provide an overview of each agency and its functions. (Onboarding Support)
- Attend one-on-one meeting with mentor/onboarding support person. (Onboarding Support)

FIRST MONTH

Outcomes: *Employee is cognizant of his/her performance relative to the position and expectations; continues to develop, learn about the organization, and build relationships.*

Schedule, Job Duties, and Expectations

- Schedule and conduct regularly occurring one-on-one meetings. (CC President)
- Continue to provide timely, on-going, meaningful "everyday feedback." (CC President)
- Discuss performance and professional development goals. (CC President)
- Attend second briefing with Racial Equity and Social Justice team. (Pettaway)
- Attend initial HR briefing with HR Director, EDOE Manager, and HR Services Manager. (Donahue)
- Meet with Budget Manager to get overview of developments in City budget process. (Larsen)
- Schedule meet and greets with Public Works team, PCED Director, public safety agencies, and internal service agencies.
- Introduction at Department and Division Head Meeting by HR Director or HR Analyst. (Donahue or an available alder)

Socialization

- Arrange for new employee to tour each facility (if not already completed in week 1).
- Support and encourage employee participating on appropriate committees and/or cross-

New Employee Orientation & Onboarding

functional teams. (internal and external)

- Solicit employee's feedback and suggestions on ways to improve the onboarding experience. Do this one-on-one or with a small group of new employees.
- Schedule and conduct tours of various locations /stakeholder locations appropriate to position.
- Meet key stakeholders within the community, as appropriate.

Training and Development

- Ensure employee is signed up for necessary training.

THREE TO SIX MONTHS

Outcomes: *Employee is fully engaged in new role – applies skills and knowledge, makes sound decisions, contributes to department goals, understands how his/her assignments affect others in the organization, and develops effective working relationships. He/she has a strong understanding of City and department's mission and culture.*

- Meet with employee and review Onboarding Survey at three-months
- Submit Initial Onboarding Report to HR at end of six-month period.
- Schedule process review/discussion with Clerk's Office.
- Schedule initial introduction to Employee Assistance Program/Critical Incident Stress Management with Tresa Martinez.
- Attend Racial Equity and Social Justice Part 1-3 Trainings.
- Attend APM 3-5 Trainings
- Meet with EDOE to discuss work-group culture and Strategic Planning.

TWELVE MONTHS

Outcomes: *Employee receives feedback on his/her performance relative to the position and expectations; creates an individual development plan that helps him/her continue to develop personally and professionally, while fulfilling the mission of the agency and City.*

- Review Agency and Unit goals for the year
- Submit final Onboarding report to HR at end of twelve-month period.
- Meet with employee at twelve months and create an individual development plan
- Review position description (PD), provide performance feedback to employee, and update PD, if necessary.