

**City of Maryville**  
**Maryville, Tennessee**

**Administrative Policy Manual**



**CITY OF MARYVILLE**  
**ADMINISTRATIVE POLICY MANUAL**

**INTRODUCTION**

The purpose of the Administrative Policy Manual is to serve as a guide and resource to aid in the administration and management of all departments and City activities.

The policies contained in the manual are intended to (1) amplify, clarify or more clearly define the general provisions of various formal policies of the City of Maryville, (2) set forth under one cover general administrative procedures applicable to all departments and employees, and (3) formalize and standardize City of Maryville policies, practices and procedures among all departments.

This manual is a supplement and should be used as a source of direction and guidance relating to administrative matters of a general nature. The manual contains policies and procedures approved by the City Manager.

Managing directors and department heads should ensure that the manual is kept up to date and is accessible to all personnel. The City Manager's office will be responsible for transmitting additions or changes to each holder of the manual as they are made from time to time. Only current policies should be retained in the manual.



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## Cell Phone Use Policy

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**1.0 PURPOSE:** The purpose of this policy is to establish guidelines for cell phone use. This includes, but is not limited to, issuance of City owned phones, answering or making phone calls, reading or responding to emails and text messages, and accessing the Internet.

**2.0 PROCEDURES:** At all times, users have the responsibility to use mobile electronic devices in a professional, ethical, and lawful manner. Phones owned and issued by the City of Maryville will be provided to exempt employees, non-exempt Public Safety Officers, and Fire personnel based on business need. The immediate supervisor, with the approval of the department head and managing director, will complete the required form and forward to Human Resources at the time a phone is issued. The Information Technology (IT) department will complete the setup of the phone including City of Maryville email. Exempt employees are not prohibited from accessing City email from a personal cell phone; however, the use of any personal electronic device to transmit written business matters makes the device subject to public record laws.

If a non-exempt employee, excluding Public Safety personnel as referenced above, is determined to have a business need for a City owned and issued phone, the immediate supervisor, with the approval of the department head and managing director, will complete the required form explaining the rationale for the request and forward to Human Resources. The IT department will complete the setup of the phone, including City of Maryville email, if deemed necessary by the Assistant City Manager. In accordance with the City of Maryville Personnel Policies and Procedures, Chapter VIII, Section F, non-exempt employees are prohibited from conducting business, including answering or making calls, reading or responding to emails and text messages during non-working hours without prior approval from the immediate supervisor. Non-Exempt employees are prohibited from accessing City email from a personal cell phone.

- 2.1 Business Use - Any phone owned and issued by the City of Maryville is to be used primarily for business related purposes. Employees are expected to exercise good judgment regarding the use of the City's cell phones. Charges incurred for excessive personal use, including but not limited to text messaging, shall be reimbursed by the employee and may subject the employee to disciplinary action.
- 2.2 Personal Use - Occasional, limited, appropriate personal use of cell phones, whether City issued or personally owned, is permitted when the use does not:
  - A) Interfere with the user's work performance;

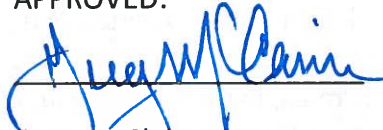
- B) Interfere with any other employee's work performance;
- C) Violate any other provision of this policy or any other policy, guideline, or standard of the City of Maryville.

2.3 Safety Guidelines - The use of any cell phone and other hand held device (pager, radio, Blackberry, etc.) while operating equipment is a distraction and may compromise the safety of the employee, other employees or the general public. To reduce these risks, the following rules apply:

- A) The use of mobile electronic devices for personal reasons is prohibited at hazardous job sites when work is in progress.
- B) Employees may use cell phones during scheduled breaks.

2.4 Further restrictions may be applied at the discretion of the department director based on the nature of the job. Employees who violate the cell phone policy may be subject to disciplinary action.

APPROVED:



Greg McClain  
City Manager

Original: \_\_\_\_\_

Revisions:



## **Internship / Cooperative Education (Co-Op) / Job Shadowing Policy**

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**1.0 PURPOSE:** The City of Maryville supports internship programs that provide growth and learning opportunities to students. This policy establishes guidelines and general requirements when hiring and managing interns and cooperative education (co-op) students. This policy also establishes guidelines for individuals who wish to job shadow.

**2.0 PROCEDURES FOR INTERNS AND CO-OPS:** The process for utilizing an intern or co-op student should be consistent across the organization.

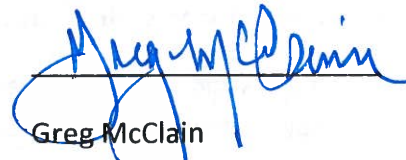
- 2.1 Interns and co-op students must be part of the annual budget process. This process includes completing the Internship / Co-op Student Request Form (Form Adm 002-01) and submitting the form as a budget request.
- 2.2 Approved internships and co-ops must be coordinated through Human Resources and Risk Management prior to anyone beginning a program.
- 2.3 A standard job requisition form must be completed and submitted to Human Resources.
- 2.4 Interns and co-ops shall be subject to a drug screen prior to the start of the internship.
- 2.5 Co-op students must provide their academic coordinator's contact information.
- 2.6 Interns and co-ops must report to Human Resources and Risk Management on their first day to complete the onboarding process.
- 2.7 Interns and co-ops are permitted to drive City vehicles with the approval of the Managing Director.
- 2.8 Interns and co-ops may be provided with a FOB for entry into the facilities with the approval of the Managing Director.
- 2.9 Interns and co-ops should not be placed in potentially unsafe conditions.
- 2.10 Intern/Co-op supervisors should evaluate the student at the conclusion of the program. The evaluation provides important feedback not only to the intern/co-op, but also to the academic coordinator to ensure that the student experience is meeting the

expectations of all concerned. Contact Human Resources for the evaluation form (Form Adm 002-02). A copy of the evaluation form shall be forwarded to Human Resources for record-keeping purposes.

**3.0 PROCEDURES FOR JOB SHADOWING:** The process for allowing an individual to job shadow should be consistent across the organization.

- 3.1 A request for job shadowing must be presented to the City Manager and the Managing Directors for approval.
- 3.2 Approved job shadowing must be coordinated with Risk Management prior to anyone beginning a program.
- 3.3 A person who is job shadowing is not permitted to drive City vehicles.
- 3.4 A person who is job shadowing will not be provided with a FOB for entry into the facilities.
- 3.5 A person who is job shadowing should not be placed in potentially unsafe conditions.

APPROVED:



Greg McClain  
City Manager

Original: \_\_\_\_\_

Revisions:

# CITY OF MARYVILLE

## Intern Evaluation Form

Intern's Name: \_\_\_\_\_ Date: \_\_\_\_\_

Intern's Supervisor: \_\_\_\_\_ Department: \_\_\_\_\_

Internship started on (Date) \_\_\_\_\_ and was completed on (Date) \_\_\_\_\_

Did you permit the intern to receive a copy of this evaluation? (Please circle) **YES NO**

### A. Rating of Intern Characteristics

Rate the intern based on the characteristics listed below by marking an "X" in the appropriate space. Record instances in which the intern made noticeable improvements on any characteristic during the program. For longer internship placements (six months to a year), it may be advisable to do a midterm evaluation and an end-of-term final evaluation in order to track the intern's improvement.

Characteristics	Excellent	Above Average	Average	Below Average	Poor	N/A
Punctuality						
Willingness to learn						
Creativity (problem solving)						
Ethical behavior						
Dependability						
Attention to Detail						
Teamwork						
Work speed						
Interpersonal skills						
Communication skills (oral)						
Communication skills (written)						
Technical competence						
Managerial potential						
Judgment						
Adaptable to variety of jobs						
Accepts constructive criticism						
Ability to work independently						
Accepts responsibility						
Professionalism						
Overall skills for industry						

## **B. Performance Assessment**

1. How well was the intern prepared for this internship?
2. Can you suggest instructional areas which would benefit this intern?
3. What professional characteristics did you like most about this intern?
4. What are the intern's strengths and weaknesses (interacting with others, oral and written, leadership, etc.)?
5. In what areas does the intern need improvement?
6. Discuss areas where the intern has made significant improvement?
7. Would you recommend this intern for future employment? Explain.
8. Are there any other areas involving the internship program and/or the intern on which you wish to comment?

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**Evaluator's Name/Title**

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**Phone Number**

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**Evaluator's Signature**

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**Date**