

OUTFITTERS & GUIDES LICENSING BOARD	POLICY NUMBER: 1000	PAGE NUMBER: 1 of 2
	SUBJECT: Office Procedures	Drafted: Adopted: 10-04-02 Revised: Reformatted: 10/26/15

1.00.00 POLICY OF THE AGENCY

It is the policy of the Outfitters and Guides Licensing Board that the Agency complies with applicable state statutes regarding the Office Procedures.

2.00.00 PROCEDURE

An efficient and professional office environment and staff is required to service the outfitting industry, its clientele, and the general public. Thus, the policy of the Board, as regards office procedures, is to:

3.00.00 OFFICE HOURS

The Outfitter and Guides Licensing Board office is open 8:00 a.m. - 5:00 p.m., Monday through Friday. Full-time employees are expected to work a forty-hour week. Flexible schedules are possible but not encouraged. You may request flexible schedule by talking with Director. Work schedules will appear on the annual work plans maintained in your personnel files. The office must be adequately staffed for good customer service during regular business hours. At least two staff must be in the office during open hours.

4.00.00 BREAK TIME AND COFFEE/KITCHEN FUND

Every employee may be permitted one fifteen minute break, with supervisor approval, for every four hours worked. Break time cannot be accumulated in order to be taken at the end of the day or week.

All state-owned or state-leased buildings, facilities or areas occupied by state employees are considered "non-smoking" or smoke free. Neither employees nor visitors may smoke inside these building.

The break room for IOGLB staff, including use of the refrigerator, microwave, utensils, etc., at any time. A small fee (varying in amount, depending on usage) will be charged to you on a monthly basis. The coffee/kitchen fee is used to fund some of our social events, parties, lunches, and other activities. IOGLB's Licensing/Personnel Clerk maintains the coffee fund records and can provide your rate and balance information upon request.

5.00.00 LUNCH HOUR

Every employee is permitted a one-hour lunch break. The Director may approve shortened lunch breaks. Lunch breaks need to be coordinated with others in your work area and approved by the Director.

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6.00.00 DUE PROCESS OR PROBLEM-SOLVING

Adopt either the *Due Process Track* or *Problem-Solving Track* (Idaho Personnel Grievance Procedure) as that means of addressing any personnel grievances that may occur, according to the nature of the issue(s) involved. These two procedures are outlined in Section IV of this document.

7.00.00 ENFORCEMENT INQUIRIES

Direct the office staff that all telephone or walk-in inquiries regarding enforcement matters be directed to the Enforcement Chief without comment or editorializing as to what may or may not be the status of the individual investigation involved. Further, that if the Enforcement Chief is not available, the individual's name and telephone number should be obtained with a response that someone will get back in touch with him regarding the matter. Thus, if the Enforcement Chief is not available, then the Executive Director, or Board's attorney should be contacted relative to the inquiry received.