

EMPLOYEE SERVICES

Directive - 0534



Date: 1/28/2020

Previously Reviewed: N/A

Established: 1/28/2020

Employee Standards of Communication with the Office of the Council Auditor

Scope: The City of Jacksonville's Office of the Council Auditor strives to improve the accountability and effectiveness of local government by providing independent and informative services to the City Council and citizens of Jacksonville. All City employees must maintain a commitment to transparency and efficiency by responding to requests from the Council Auditor in a timely manner.

This Directive provides guidance for all City employees regarding responses to the Office of the Council Auditor requests and communications in accordance with City Ordinances: 2020-0039 and 2020-0040.

Information and Purpose: Within 48 business hours (2 business days) of receiving a request for information from the Office of the Council Auditor, all City employees are expected to communicate (via E-Mail) a receipt and understanding of the request as well as an estimated timeframe for delivery of information. If the information requested is unfamiliar, or outside of the employee's scope, the employee must state this in reply to the Office of the Council Auditor's request. Responding in a timely manner (within 48 business hours – 2 business days) is essential to maintaining effective communication.

Examples:

Ex 1:	Council Auditor (Request):	"Please provide the number of Employees who work for the City of Jacksonville."	E-Mail Response is within 48 business Hours (2 business days) of Receipt of Request
	Employee Services Representative (Response):	"I can provide a total count of CoJ employees by end of day, tomorrow."	
Ex 2:	Council Auditor (Request):	"Please provide the number of Employees who work for the City of Jacksonville."	E-Mail Response is within 48 business Hours (2 business days) of Receipt of Request
	Procurement Services Representative (Response):	"This information is not within my scope or purview, I would need to refer you to another department or perhaps my supervisor could assist further."	

Supplemental:

Ordinances: 2020-0039 and 2020-0040.

City Ordinances can be found online at:

https://library.municode.com/fl/jacksonville/codes/code_of_ordinances