
PERSONNEL POLICIES

of

POLK COUNTY, TEXAS

Revised September 22, 2020

Notice to Employees

Polk County operates under the legal doctrine of **employment-at-will** and, within requirements of state and federal law regarding employment, can dismiss an employee at any time, without or without notice, for any reason or no reason. These personnel policies do not constitute or imply a contract, agreement, promise, or guarantee of employment or of continued employment. The county has the right to change these policies at any time, with or without notice to employees.

Each reference in these policies to the county means Polk County, Texas.

***A MESSAGE TO COUNTY EMPLOYEES
FROM THE COMMISSIONERS COURT***

We are glad to have you on the team of public servants that make up county government. From elected officials to temporary employees, our job is to serve our fellow neighbors. As a county employee, you have a responsibility to the citizens of Polk County. How well you do with citizens often will be the only basis on which our county government is judged. Therefore, our objective is to provide the best possible service to the citizens in an efficient, fair, and courteous manner.

This manual, and the personnel policies contained within it, are intended to provide guidance on how we work as a team to provide that public service. Whether you are a new or experienced employee, this manual will give you facts about the county, how it works, and the policies which govern us as employees.

The personnel policies and procedures of the county are adopted by the Commissioner's court, are subject to regular review, and may be updated or changed from time to time. The county operates as an At-Will employer. These policies do not constitute or imply an employment contract and may be changed at any time with or without notice to employees.

Other county elected officials and department heads may have additional policies governing their employees. Be sure to check with your supervisor or department head to see which additional policies, if any, are applicable to you. If you need more details on the county-wide policies and procedures, please consult the Human Resources Department.

Sincerely,

*County Judge and
Commissioners Court*

**TEN COMMANDMENTS
FOR
CITIZEN RELATIONS IN POLK COUNTY**

1. Our clients and the citizens of Polk County are never an interruption to our work; they are our real reason for being in business.
2. Greet everyone with a friendly smile. People like friendly contact and will usually return it.
3. Call our visitors and citizens by name; make a game of learning regular callers' names.
4. Remember: You are "Polk County"; in the customer's eyes, you are the "county government" regardless of your title.
5. Never argue with citizens or other callers. Be a good listener, agree with them where you can, and then do what you can to make them happy.
6. Never say, "I don't know." If you don't know the answer, say, "Let me find out for you."
7. Remember that the people of Polk County pay your wages. Treat them like the boss. They sign your pay check.
8. State things in a positive way. Choosing positive words will help you become an effective communicator.
9. Brighten everyone's day! Make it a point to do something that brings a little sunshine into everyone's life.
10. Go the extra mile! You will be richly rewarded for doing just a little more than the citizens of Polk County expect.

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