

Supervisor and Managers Guide Employee Onboarding

Please note, this is a suggested guideline to be used to promote successful onboarding of new employees. Please feel free to tailor this list according to your department's needs

Anticipate and Prepare for your new employee's arrival – The new employee's supervisor is responsible for coordinating and delegating tasks to prepare for the new employee. Designate an onboarding team or committee to assist if necessary.

- Ensure your new hire's appointment has been activated in MaineStreet
 - Copy of signed offer letter
 - Appointment entered (Confirm with HRP)
- Arrange the workspace and ensure all tools are available:
 - Order nameplate
 - Obtain information for business cards, order cards
 - Provide necessary office supplies (pens, paper, etc.)
 - Obtain information for uniforms or required gear
- Order computer and any technological tools early enough to be available on the first day
- Arrange for phone setup (can take up to two weeks)
- Arrange for your departmental IT or Dedicated Desktop Support professional to meet with the new hire on the first day to ensure email accounts and any necessary software are up and running
- Arrange for Key/ Building Access – with building manager
- Create an itinerary for the first week and communicate this to the new hire so they know what to expect when they arrive Arrange for someone in the department to be an informal "onboarding buddy" to the new hire – someone other than the supervisor to whom the new hire can go with questions
- Arrange lunch plans for the first day with the new hire – suggestions are as follows:
 - Coordinate a group and have everyone bring lunches – sit with new hire on 1st day
- Send a communication out to the team/department announcing the new hire, their start date, and any pertinent information so the new hire's colleagues are ready to welcome the new hire

FIRST DAY/WEEK:

Welcome:

- Greet and show employee to their office space, where to put coats, lunch, etc.
- Go over agenda for the day so they know what to expect
- Tour of office building, shop, workplace
 - Meet co-workers (official or unofficial welcome)

- Show location of break room, kitchen, restrooms, mail box, printer/copier, etc.
- MaineCard – it's helpful to have someone take the new hire in person to get their card.
- Keys – work with Building Manager to either request keys or building access
- Explain whom the employee may go to with questions/concerns to when supervisor is not present
- Share employee's own work contact information:
 - Phone extension
 - Email address
- Visit Payroll Office
- Enter time on MaineStreet

Information Technology

- Arrange for IT person to meet with the new employee for the following:
 - Computer – appropriate use and security (locking or logging off when away); treatment of confidential information
 - Maine.edu Activation
 - MaineStreet
 - IT Help Desk,
 - Computer/internet use policies
 - Email lists – add new employee
 - Office printer/copier
 - Introduction to department Intranet
 - Access to shared drives
- Supervisor to go over the following topics with the new employee:
 - E-mail policies – use, etiquette, expectations, out of office notifications
 - Scheduled meetings and events – add new employee to ongoing or upcoming meetings/events
 - Share your “Favorites” website information as it makes sense for the position

Telephone

- Employee's Telephone Number
- Telephone Procedures (dial 8 to call out, campus extensions using 1+last four digits/, long distance code (if applicable))
- Online Campus Directory through peoplesearch.maine.edu
- Department-specific directory
- Voicemail Procedures – greetings, expectations, out of office
- Preparation of standard email signature

SUPERVISOR'S ROLE SETTING YOUR NEW HIRE UP FOR SUCCESS

Helping your new employee learn their role and responsibilities

- Department and/or supervisor expectations
- Preferences for communication with supervisor and colleagues –phone, email, one-on-one meetings
- Written/unwritten rules – (e.g., what does “on time” to a meeting look like, checking work email or working from home)
- Expectations of position/job responsibilities
- Go over position description with the employee
- Introduce to co-workers in other units
- Explain acceptable and unacceptable performance behaviors
- Visits to FSAP, Ombudsman, HR, Benefits/Retirement seminars, Conference on World Affairs, etc. are considered work time. Explain methods for informing supervisor about desired attendance at these events
- Direct employee to UMaine Policies (umaine.edu/hr/policies/)

ORIENTING YOUR NEW EMPLOYEE

First 30- 90 Days

Department Information

About Your Department

- A brief history of the department*
- Department Organizational chart
- Campus Organizational chart
- Department mission, vision, strategies, core values, goals*
- Department website
- Acronyms & symbols related to campus and department
- Office culture and expectations – keeping office doors open/ closed, saying hello/goodbye, taking time to socialize with co-workers

Other:

Departmental Commitment to Service

- The department's primary customers
- Departmental partners—on and off campus
- The services provided by the department
- The departments' commitment to service and the importance of being a good service representative for the department (the importance of first impressions and potential consequences for not being a good customer service representative)

Other:

Department Facility Tour and Welcome Activities

- Conduct tours of appropriate laboratories, plants, facilities, remote office locations*
- Plan team-building and icebreaker exercises
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Tour Notes:

Departmental & Campus Human Resources Information

- Benefits for the University of Maine System is managed by the Employee Benefits Center 207-973-3373 or benefits@maine.edu
- Payroll payroll@maine.edu
 - o 207-581-9104 143 Corbett Hall
 - I-9 Verification
 - Direct Deposit
 - W-4

Required Trainings – Accessed via UMS Academy

Required trainings will be assigned to the employee. As their supervisor, you will be notified when they have been scheduled and sent reminders when they have not yet completed the required trainings.

- Discrimination and Harassment
- Information Privacy and Security
- Safety

Safety Programs/Sanitation

- Emergency procedures & evacuation routes
- Location of emergency exits
- Locations of fire extinguishers
- Accident reporting procedures and how to report Worker's Compensation

- Campus Closures and Campus Emergency Evacuation Procedures: Campus Emergency Alerts-Register: umaine.edu/emergency/umaine-txt-registration/
- Add to department emergency phone tree, if applicable
- Shop-specific safety procedures, if applicable
- Work area/specific safety procedures, if applicable (e.g., shops, labs)
- Ergonomics products/services
- Security services and policies
- Weapons policy
- Security services and contact information
- Confidentiality policies

Travel, Purchasing and Expenses

- Travel policies and procedures
- University credit card policies
- Expense report procedures
- Purchasing policies/procedures
- Purchasing forms and procedures

Time and Attendance/Leave Policies*

- Breaks and meal periods
- Work hours/work schedules
- Leave policies
- Vacation benefits
- Holiday schedule
- Payroll schedule
- Sick-leave policies and procedures
- Inclement weather policy
- Bereavement policy
- Jury duty
- Family leave policies and procedures
- Worker's compensation

Professionalism, Professional Behavior and Dress

- Policy on mobile phones, radios, iPods and personal tablets in the workplace
- Company property policies
- Professional and industry ethics
- Code of conduct policies
- Appropriate grooming guidelines
- Dress code
- Proprietary information policy
- Uniforms

Office Policies, Procedures, and Operations

- Sending interoffice and U.S. mail
- Reserving a conference room
- Office furniture requests
- Break room locations/policies
- Visitor policies
- No smoking policy

- Procedure on ordering supplies/equipment for position or work assignments
- Alcohol and Drug Abuse Policies**

Marketing

- Division of Marketing guidelines and templates for using UMaine branding umaine.edu/brand/

Networking

- Introduce the new employee to individuals in and outside of the department with whom they will need to work
- Provide a list of locations of other employees' offices
- Provide a list of contact information of vendors and contractors
- Provide a list of individuals who may serve as resources
- Groups/unofficial office clubs – connect new employees with the people who organize events such as running, walking, lunch clubs, after-hour social events, community service

SUPERVISOR'S ROLE CONTINUED SUPPORT THROUGH THE FIRST YEAR OF EMPLOYMENT

Helping your new employee achieve success in their role

One-on-one meetings, communication, consistent feedback and constant engagement will help the new hire reach higher levels of productivity faster and will also help your new employee become a fully integrated member of your organization.

- Meet with employee at the end of each of the first several days to see how the day went
- Complete and review performance plan with employee within 30 days
- Schedule supervisor/employee check-ins after 30, 60, 90 days, and regular one-on-one meetings (bi-weekly is recommended, but this will depend on the position)
- Provide on-going feedback, personally engage with your new hire and recognize their contributions
- Around 90 days from the hire date, ask your new hire how their role meshes with what was described during the initial interview process. Also ask for the new hire to share their own feedback on improvements and share who has been helpful during their transitional process
- At one year, it is an excellent opportunity to thank, motivate, and congratulate the employee. A symbolic gift for their initial year of service is a nice touch!