

## CITY OF MARSHFIELD, WISCONSIN POLICIES AND PROCEDURES

1. COMMON COUNCIL

4. FINANCIAL

2. ADMINISTRATIVE

5. PUBLIC WORKS

3. PERSONNEL

6. PARKS AND RECREATION

CHAPTER: General Purpose and Objectives

SUBJECT: Chain of Command

POLICY NUMBER: 3.015

PAGES: 2

EFFECTIVE DATE: January 1, 2012

**REVISION DATE:** 

DEPARTMENT OF PRIMARY RESPONSIBILITY: City Administrator's Office

Special Notes: This policy/procedure manual does not in any way constitute an employment contract and the City of Marshfield reserves the right to amend this manual at any time subject only to approval by the Common Council.

## POLICY:

Operation of any government agency depends on an effective chain of command. The ultimate decision concerning policy in the City of Marshfield (City) resides by law with the Common Council under the leadership of the City Administrator and Mayor. The City Administrator is the primary professional advisor to the City and head of the management team. The department heads of the City are part of the management team, and the department heads report to the City Administrator or to the Police and Fire Commission and Library Board. Supervisors subordinate to the department heads are also members of the management team. This management team concept is the process by which a recommendation for City action is developed and the decision implemented. This system represents a means of establishing orderly lines of organization and communication as management personnel unite with the City to promote effective services for the community.

The City Administrator is responsible for the development, supervision, and operation of the City and its personnel and facilities. Employees have the obligation to further the professional advisement of the City through the chain of command. The City

Administrator is given the latitude to determine the best method of implementing the policy decisions of the Common Council.

All staff members and supervisors shall be responsible to the City and the Mayor through the City Administrator. Each shall refer matters requiring administrative attention to his or her supervisor, who shall refer such matters to the next higher authority, when necessary, and through the City Administrator to the Common Council or Mayor. Each employee is to keep the person that the employee reports to informed of the employee's activities by whatever means the supervisor deems appropriate. If an employee has any questions, opinions or suggestions about the information contained in this policy or about any other aspect of his or her job, then those questions, opinions or suggestions must be directed through the chain of command.

The City Administrator and those department heads, supervisors and employees directed by the City Administrator shall attend all relevant meetings when feasible. Staffs role at meetings shall be to provide professional guidance and recommendations where appropriate.

Any employees who receive directives or requests beyond the typical job duties from any individual citizen, business representative or elected or appointed official are to immediately report such directive or request to the employee's supervisor. No specific directives or requests from such persons beyond typical job duties are to be fulfilled unless permission to do so is given by the employee's supervisor. Nothing in this paragraph shall be intended to prevent the Common Council from reasonable access to staff pertinent to their position.

Generally, if an employee has a problem with an individual, then the employee is encouraged to approach that person first and attempt to resolve the conflict. If that does not resolve the problem, then the employee must address the problem through the employee's immediate supervisor and onward through the chain of command. In some cases, the employee's supervisor may decide to refer the problem through the chain of command where it can be addressed by another supervisor or the City Administrator. If an employee feels harassed by another person based on one's protected status, then the employee is directed to follow the harassment reporting policy.