

DEVELOPING NEW EMPLOYEES AND MANAGERS

Customer Service Training



Governor's Expectation

Beginning June 1, 2023, all Executive Branch agencies who are subject to ORS 240 will have their new employees participate in the DAS customer service training within 60 days of hire. Agencies are expected to achieve full compliance by December 31, 2023.

Implementation

- **New Hire:** Includes all new hires to Oregon state government or employees who transfer from the Legislature, Judicial Department, Inside Oregon Enterprises, Oregon Travel Information Council, Secretary of State, Treasury, or a Semi-Independent agency to the Executive Branch.
- **Temporary Employees, Seasonal Employees, and Contingent Workers:** Will only need to complete the training if they will be working for the agency for 30-days or longer. The agency will be responsible for assigning, tracking, and reporting the training for these employees/workers.
- **Online Self-Paced Course:** DAS developed the customer service training as an online self-paced course that can be accessed at any time through Workday. The course was made available to all Executive Branch agencies on June 1, 2023.
- **Required Training Campaign:** DAS launched a required training campaign to all new hires excluding temporary employees, seasonal employees, and contingent workers starting June 1, 2023. The employee will have 60 days to complete the training.
- Agencies are responsible for ensuring employee participation.

Reporting

Initial Reporting - CHRO started reporting as follows:

1. **October 1, 2023:** Reporting for July 1 – September 30 CHRO gave an update on the agencies progress for having 100% of new employees complete the training. The agency did not need to be 100% compliant during this quarter.
2. **January 1, 2024:** Reporting for October 1, 2023 - December 31, 2023. This was the first quarter DAS checked for compliance.

Ongoing Reporting - CHRO reports as follows:

Quarterly Cycle	Report Compiled
January 1 – March 31	First week of April
April 1 – June 30	First week of July
July 1 – September 31	First week of October
October 1 – December 31	First week of January

Contact Information

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