



EMPATHY



EXCELLENCE

VALUES of SERVICE



ETHICS



EQUITY

Frequently Asked Questions

The purpose of this document is to provide information to Frequently Asked Questions (FAQ's) related to the Values Ambassador Program.

Q. What is a Values Ambassador?

A. A Values Ambassador is an employee that will assist senior management in promoting the Values of Service within the organization. They are employees who work at different levels within the organization and commit to this volunteer role in addition to their day-to-day job. They will facilitate conversations on the Values and identify ways in which various departments can work together and promote a Service First based culture.

Q. What are the general responsibilities of the position?

A. The responsibilities of the position are to serve as an advocate and resource to peers on behalf of the City's Values. The Values Ambassador will communicate and disseminate information related to the City's Values, Ethics, Diversity and assist with special events throughout the year. In addition, the Values Ambassador will assist with communications regarding training relating to the Values of Service (e.g. Ethics and Diversity).

Q. How many hours each month will be required?

A. We ask that you commit 3-4 hours of time per month to the role including an initial half day training.

Q. Is this open to all levels of City of Dallas employees?

A. Any full-time permanent employee can be a Values Ambassador regardless of title or position within the organization.

Q. Are there any ideal qualities that a Values Ambassador should have?

A. The ideal qualities of a Values Ambassador are including but not limited to, a full-time permanent employee who embodies and serves as a role model in demonstrating the Values of Service. Someone who is passionate about being a change agent and creating a Service First culture. An individual who is passionate, knowledgeable, and comfortable speaking about the Values of Service, Ethics, Diversity and Employee Recognition. In addition, you need to be Rated Fully Successful or better on the last performance evaluation or have completed 6-months of employment.



City of Dallas

Q. Is there extra pay for this position?

A. No, this job is in addition to your regular full-time position with the City of Dallas. Extra pay, overtime or comp time will not be granted while performing Values Ambassador duties.

Q. How long do I have to be a Values Ambassador?

A. We ask that you serve in the position for a minimum of two (2) years. If for some reason you change job positions or cannot reach the two-year commitment, exceptions can be accommodated. However, please be mindful of the full two-year commitment when applying.

Q. Can I nominate myself or does someone else have to nominate me?

A. Both. You can apply yourself, you do not need to have someone nominate you. However, you can also nominate someone else.

Q. Do I need to let my supervisor/manager know I am applying to be a Values Ambassador?

A. Yes. You need to speak to your supervisor/manager to ensure they agree with you becoming a Values Ambassador. In addition, you need approval from both your supervisor/manager and an Assistant Director or Director to apply.

Q. If I become a Values Ambassador, am I responsible for others ethical behavior?

A. No, you are not responsible for another employee's behavior. We expect every employee will embody the Values of Service and as such each employee is responsible for their own behavior.

Q. If I am a Values Ambassador, am I responsible for reporting unethical conduct or other violations?

A. All City employees have a duty to report violations. The Code of Ethics 12A, Section 11 (d) states employees should report any conduct that the person knows to be a violation of the Code of Ethics. Failure to report a violation of the Code of Ethics is in fact a violation of the Code of Ethics. In addition, the Personnel Rules 34, Section 36 (19) states failure to report a violation described in the Personnel Rules after obtaining knowledge of the violation, is in fact a violation of the Personnel Rules.

Q. How many Values Ambassadors will there be?

A. In most instances one employee from each department will be selected; however, larger departments may require more than one Values Ambassador. It is up to the department on how many Values Ambassadors they feel they need.

Q. I still have some questions that have not been answered, who can I contact?

A. If you have any questions regarding the Values Ambassador Program, please contact our Ethics Officer at: DallasEthics@dallascityhall.com