



Important Things to Know Before Your First Day at MoDOT

- **We are glad you are here and at the end of the day – we want you to go home safe.** Safety is really important at MoDOT. Know the rules, be safe, and go home to your friends and family. You are important to us and others!
- **Customer service is critical.** As a public servant, providing outstanding customer service is an essential part of how we do our jobs. Whether you are answering a phone or flagging in a work zone, you are a MoDOT customer service representative. Treat each other and our customers better than they expect to be treated.
- **Words matter.** No matter what term you use to define bad language (foul, vulgar, discriminatory, or insensitive), MoDOT does not tolerate it. Be nice to people and watch your language.
- **Make sure you are ready to roll each day.** Arrive to work on time and ready to work.
- **It's start time – does your supervisor know where you are?** Each employee is important to Team MoDOT. Don't keep your teammates waiting for you. If you are going to be late or absent – call and speak to your supervisor before the start of your shift. Don't think that sending a text or leaving a voicemail is all you have to do. Speak to a person who you know is physically at work that day.
- **Do you put the “u” in communication?** Communication with your supervisor is really important. Talk to your supervisor as soon as possible when you need to be absent from work. The sooner you communicate your leave requests, the better your chances of having them approved by your supervisor. Annual leave is yours to use, but it still needs to be approved in advance.
- **A famous person once said, “Trust but verify.”** Your supervisor can require you to provide medical documentation to support the use of sick leave. We don't want you to come to work sick, but you need to make good choices about when you stay home or schedule appointments. You will want to save sick leave hours for when you really need them.
- **Unauthorized absences are unacceptable.** Don't expect that you can be absent from work if you don't have any paid leave available. Unapproved absences from work can result in you losing your job. A “no call – no show” is a big no-no. Make sure you have enough leave to cover the unexpected.
- **Report all time worked and report your time correctly.** Don't work through lunch or extra time without first getting approval from your supervisor. If you work additional time, let your supervisor know immediately. Keep accurate records of your time worked and leave used.
- **Make sure to use our tools and equipment only for allowable activities.** This goes for everything from welding equipment to computers, printers, and smart phones.