

# GOVERNMENT OF THE DISTRICT OF COLUMBIA

## Department of Employment Services

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**FOR IMMEDIATE RELEASE**

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### **Department of Employment Services Announces New Friday Hours of Operation Beginning Friday, June 6th**

(Washington, DC) – The DC Department of Employment Services (DOES) announced today that the agency will implement new in-person, customer-facing hours of operation on Fridays, beginning Friday, June 6, 2014. This will affect customer-facing services at the main DOES Headquarters location and at all full-service American Job Centers.

The new weekly hours of operation for in-person customer services and Call Center operations will be **Monday – Thursday, 8:30 AM to 4:30 PM** and **Friday, 9:30 AM – 4:30 PM**.

The adjusted customer-facing business hours on Fridays are being implemented so that DOES staff can have a one-hour window (8:30 AM – 9:30 AM) at the end of each week to attend staff meetings, trainings, and other staff-related activities without disruption, in an effort to enhance staff productivity, improve customer service delivery and program performance, and create a productive work environment that includes time for team-building, knowledge-sharing, and project collaboration.

“For several months, the agency has been reviewing ways to improve customer service delivery as well as internal productivity and staff morale,” said Acting Director Tom Luparello. “After soliciting feedback from both management and staff, we’ve determined that these new Friday hours of operation will provide each program with some much-needed time to share information amongst the team; make collaborative decisions that will affect the unit, in general, and overall service delivery, more specifically; and wrap up work week-ending loose ends before the start of the new work week.”

During the week of May 19<sup>th</sup>, DOES will begin updating its website, phone systems, and signage at its facilities to give the public advance notice of the change in Friday hours of operation for in-person and Call Center services.

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#### **About DOES:**

The mission of the Department of Employment Services is to plan, develop, and administer employment-related services to all segments of the Washington, DC metropolitan population. We achieve our mission through empowering and sustaining a diverse workforce, which enables all sectors of the community to achieve economic and social stability.