



**CITY OF PORTLAND  
OFFICE OF MANAGEMENT & FINANCE  
BUREAU OF REVENUE & FINANCIAL SERVICES  
REVENUE DIVISION RULE**

**Work  
Schedule  
Management**

**RULE # RB-4**

**ABSENCES**

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**Purpose**

The Revenue Division is committed to providing quality customer service while balancing the personal needs of staff for time away from work. Since absences can affect the quality of customer service the Division provides, it is critical for all staff to plan absences to the extent possible and to timely notify the Division of unplanned absences to minimize the impact to customer service quality. It is the employee's responsibility to monitor leave usage and ensure there is adequate leave accruals available to cover both planned and unplanned absences.

In order to meet a number of customer service and employee needs, the Revenue Division allows a variety of alternative work hour scheduling options. On occasion, an employee may need to be absent from work, either scheduled or unexpectedly.

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The following rules are established to ensure the accurate submission of payroll records and provide adequate staffing levels:

**Absence Request  
Reporting  
Guidelines**

1. Any absence from work must be promptly reported to the employee's supervisor and approved. If the absence is foreseeable, it must be scheduled and approved in advance. If it is unexpected, the employee must notify:
  - a. His/her supervisor; **and**
  - b. The Division's absence line or main phone number (or other work group required centralized notification protocol) prior to the employee's start time or departure from work.
2. Vacation, comp time and management leave ("vacation") must be scheduled in advance and approved by the employee's supervisor. Approval constitutes an SAP absence request approved by the supervisor. If the supervisor is not available to approve the employee's SAP absence request, the employee must get verbal approval from another supervisor/manager if there is no SAP delegate for the employee's direct supervisor. Generally, the Division will attempt to accommodate all vacation requests. However, management may put restrictions (in accordance with contract or HRAR rules) on the number of staff who may take vacation at the same time or the number of days that may be taken during certain times of the year, such as

“tax season”, the City’s fiscal year end or during critical system upgrades. Vacation approval presumes that the employee has sufficient leave accruals (vacation, personal holiday, deferred holiday, comp time or management leave) to cover the absence requested. The Revenue Division does not authorize unpaid time for an employee, unless a leave of absence application is received and approved. The responsibility for managing leave balances is the employee’s. If any previously approved vacation for which the employee no longer has adequate leave accruals to cover the absence, the employee is required to adjust the absence to reflect only the available leave time.

3. Sick leave due to a medical appointment needs to be scheduled and approved in advance. If the appointment is at the beginning or middle of the day, and the employee will be returning to work after the appointment, the SAP absence request (or adjusted SAP absence request, if applicable) must be submitted for approval upon arrival at work. If the appointment is at the end of the day and the employee will not be returning to work, the SAP absence request must be submitted prior to leaving for the day.
4. Sick leave due to an unexpected illness or accident of a family member, including the employee, cannot be scheduled in advance. If the employee leaves from work and will not return, an SAP absence request should be submitted prior to leaving for the day. If the supervisor or their SAP delegate is not available to approve the employee’s SAP absence request, the employee should notify another supervisor/manager that they are leaving. If the employee leaves work and expects to return, the supervisor must be advised and the SAP absence request may be submitted upon the employee’s return. If the employee is not going to return as planned, the supervisor must be notified as soon as possible about the change and informed about the new expected return to work. If the employee is not going to be reporting to work at the scheduled start time, the employee must notify his/her supervisor and the Division’s absence line or main phone number (or other work group required centralized notification protocol) prior to the employee’s start time. Leaving a voice message or sending an email is considered acceptable notification. In the message to the supervisor, the employee must specify if the absence is an FMLA/OFLA related absence. The SAP absence request must be submitted upon returning to work.
5. Any other leave, including but not limited to jury duty or funeral leave, needs to be scheduled and approved by the employee’s supervisor as soon as the need for the leave is

known. An SAP absence request must be completed prior to the leave, or if unforeseen, upon the employee's return to work.

Failure to notify the Division of an unexpected absence, submit an SAP absence request as discussed above or be absent from work in an unpaid status without approved FMLA/OFLA leave or personal leave of absence may result in disciplinary action under Human Resources Administrative Rule 5.01, up to and including discharge.

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**Division Policies**

Division policies govern only Revenue Division employees. If there is a conflict between a Division policy and 1) City Code 2) a collective bargaining agreement 3) Citywide rule or 4) Bureau of Revenue & Financial Services policy, generally the most restrictive rule prevails.

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**Contact Information**

Revenue Division Director

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**Operating Procedure History**

Adopted by Revenue Division Director  
Adoption Date: February 26, 2008  
Effective Date: March 26, 2008  
Revision Date(s): August, 2016

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