

COMMONWEALTH OF VIRGINIA
DEPARTMENT OF ENVIRONMENTAL QUALITY
Northern Virginia Regional Office
Mobile Source Operations Section

OPERATIONAL ORDER	NUMBER 1	EFFECTIVE DATE: April 15, 1991 Revised: August 22, 2000
SUBJECT PROFESSIONAL RESPONSIBILITIES AND CONDUCT OF MOBILE SOURCE STAFF	ORIGINATING UNIT MOBILE SOURCE OPERATIONS SECTION	

I. GENERAL CONDUCT

- A. Vehicle Emissions Compliance Officers and other Mobile Source Operations Section (MSOS) staff shall continually maintain, in a valid status, a vehicle operator's license issued by the Commonwealth of Virginia or other state of residence.
- B. MSOS staff (staff) shall work at least eight and three quarter hours per day with forty-five minutes off for lunch. Work schedules shall be determined by the MSOS Program Manager (PM).
- C. Staff shall give full time and attention to their professional duties and responsibilities during business hours.
- D. Staff shall not accept gifts or gratuities of any kind from organizations, business concerns or individuals over which or whom they have regulatory responsibilities. Similarly, staff are prohibited from accepting personal or business favors such as social courtesies, loans, discounts, services or other considerations of a monetary value, which might influence or be reasonably suspected of influencing their decisions as representatives of the Commonwealth of Virginia (Commonwealth).
- E. Staff shall be courteous and orderly to all persons at all times while on official business.
- F. Staff shall refrain from the public discussion of the merits of any law or regulation over which they have enforcement responsibilities. Staff who are contacted by any member of the news media shall refer such inquiries to the PM and the Department of Environmental Quality's Public Affairs Office.
- G. Staff shall conduct their professional lives in such a manner as to avoid bringing discredit upon themselves or the Commonwealth.
- H. Staff shall always obey all traffic laws while using a state or other public use vehicle. Staff shall immediately notify their supervisor upon issuance of a violation notice or involvement in a vehicular accident.

II. APPEARANCE

MSOS staff shall always present themselves in a neat and clean manner that is consistent with their duties and responsibilities. [Since we are members of a regulatory agency with oversight and enforcement authority, and as Mobile Source staff we will be in the public eye as we carry out these responsibilities, it is imperative that we present a somewhat uniform and professional appearance. Given the nature of our positions, we cannot wear just anything or in any manner in which we choose. Besides representing ourselves, we also represent the Commonwealth of Virginia. These guidelines are in no way an effort to conform staff to a manner of dress in private life. They are issued as a guideline in order to help us achieve our goals and responsibilities in carrying out our mission. Remember, the more appropriately and neatly dressed we are, the more respect and authority we will generate; that respect and authority will go a long way in helping us perform our duties and responsibilities.]

III. WORKING STYLE

- A. When entering an area for inspections, investigations or other official purposes, observe and listen to everything around you.
- B. Be thorough, especially when inspecting records.
- C. Before you go to a certain facility on your rounds, establish in your mind what you want to do when you get there. Always think ahead; be proactive, not reactive. Study the facility and personnel records thoroughly so that you know what and with whom you are dealing.
- D. Never engage in arguments.
- E. Always listen to all sides of an issue. Listen to all the facts and investigate thoroughly before making a decision.
- F. Know the laws and regulations that you are required to enforce; however, never be so proud that you cannot say, "I don't know, but I'll look it up and find out for you." Don't guess when quoting rules and regulations.
- H. Do not assume anything. Let the facts speak for themselves. Do not prejudge any situation no matter how obvious it may appear to you at the time.
- I. Remain concerned but detached from those with whom you are dealing. Do not become buddies with the people over whom you have oversight.
- J. Use discretion and common sense. Human beings will err and make mistakes in their jobs as well as in their private lives. Learn to judge what is important and what is not; what is urgent and what is not; what is intentional and what is not. Never ignore violations, but react to them appropriately.
- K. Be a public relations officer at all times. A cheerful and friendly attitude will assist you greatly in your job.