

Below you'll find some tips to help you get acquainted with Office practices and policies. If there's anything we don't cover, please feel free to ask.

OFFICE BASICS

The Mayor's Office of Operations is located on the 2nd and 10th floor of 253 Broadway. To access the 2nd floor (Mayor's Office of Data Analytics) use code 3141. All staff will need their ID to gain access to the 10th floor office area.

What are the bathroom codes?

2nd Floor: Men's – 2532, Women's - 135

10th Floor :Men's – 143, Women's – 215

*There is a gender neutral/wheelchair accessible restroom located across the hall.

Who is Brady Hamed?

Brady is the Chief of Staff to the Director of the Mayor's Office of Operations, Jeff Thamkittikasem.

Who is Stephanie Puzo?

Stephanie is the Executive Assistant to the Director of the Mayor's Office of Operations, Jeff Thamkittikasem and Executive Director of NYC Opportunity, Matt Klein. Stephanie also acts as a liaison between Operations and other offices such as Human Resources, Fiscal, Facilities and MIS Help Desk. She is available to answer any general office questions you may have.

Who is Lee Harris?

Lee is the office manager and one of our fire wardens. He is responsible for supplies and equipment in our office. If a printer is jammed, the copier isn't functioning or you need office supplies of any sort, ask Lee.

Who is Jackie Williams?

Jackie is the Administrative Assistant. She coordinates conference rooms for both the 2nd and 10th floor. Jackie also supports executive staff with administrative tasks.

COMPUTERS

What is the standard email signature?

First Name Last Name

Title

Mayor's Office of Operations

253 Broadway, 10th Floor

New York, NY 10007

t. 212.XXX.XXXX

email@cityhall.nyc.gov

Pronouns: _____ - [what is this?](#) (optional)

How do I check my email remotely?

Go to <https://cityhallmail.nyc.gov> and login using your user name and computer password.

Where should I save documents?

All work documents should be saved on the shared drive, even if they are in draft form. In addition, you have access to a personal drive (My Documents) on the network. This is to only be used for personal file storage. Employees do not have access to their own PC's hard drive.

Where can I find templates for presentations and other materials?

For PowerPoint and other templates go to:

\\CHGOLDFS\Operations\Office_Resources\Templates_Letterhead_Logos

What is the best way to share documents by email?

The best way to share documents is to send a hyperlink in the body of an email. Hyperlinks allow other staff to view the file as it is currently saved (as opposed to an attachment which is a "snapshot" of the file in time). To send a hyperlink, select "Insert" from the menu (or ribbon in Office 2007). Select "Hyperlink" and then select the correct file from the pop-up window.

Where can I find contact information for City employees?

Contact information for City employees can be found on CityShare, the City's intranet, has a directory of City employees which you can access at

<http://cityshare.nycnet/eGuide/servlet/eGuide>.

What should I do if I have computer problems?

First, try restarting your computer. If that doesn't help head to the City intranet, click on "[Help Desk](#)" located on the left. From there, open a ticket with MIS indicated the issue you are having. If your issue persists please contact the Help Desk at MIShelpdesk@cityhall.nyc.gov or 212-788-7378.

CONFERENCE ROOMS/CALLS

How do I book a conference room?

Conference rooms can be reserved through your meeting invitation. Please see appendix for more detailed information on how to reserve conference rooms and add to your favorites for easy access. .

Where are the conference rooms located and their names?

There are five conference rooms generally used by staff and a space for smaller less private meetings between the 2nd and 10th floor. These are the conference rooms and their locations:

- Buttermilk Channel – 2nd Floor
- Bronx River – 2nd Floor
- Harlem Meer – 2nd Floor
- Hudson River – 10th Floor
- Jamaica Bay – 10th Floor
- Snug Harbor – 10th Floor

For more details on location and capacity please see the [conference room factsheet](#). To book conference outside of our office please reach out to Jackie Williams for assistance.

How do I setup a conference call?

Conference calls should be setup through the City intranet by opening a ticket with MIS through "Help Desk". You will need to provide the date, start time and length of your call. If your request is urgent please contact the Help Desk at MIShelpdesk@cityhall.nyc.gov or 212-788-7378.

OFFICE CULTURE

What are the office hours? When do I need to arrive at the office in the morning?

The office operates on flex hours: 35 hours a week not including lunch hours. Although there is no official start time, staff generally arrive between 9 and 9:30AM and leave around 6pm, but frequently later. Meetings are usually scheduled between 9:30 AM and 5:30PM. You may discuss more specific details or arrangements with your supervisor.

When can I take my lunch break? How long do I have for lunch?

You have approximately an hour for lunch and may take it whenever you like. If you need to take a longer lunch, we ask that you make up the hours later in the week. While most staff eat lunch at their desk, we encourage you to get fresh air and enjoy the weather. There may be instances where meeting priorities or important work may require you to work through lunch.

What is the office dress code?

Business attire is standard. Please dress in appropriate attire for meetings at City Hall or with Commissioners or other high ranking officials.

Do I need to check my work email over the weekend?

Some staff maybe required to check emails on the weekends or outside of hours spent in the office. Please discuss this with your supervisor and also provide your personal contact information in case you need to be reached outside of the office.

How do I request time off?

Please consult your supervisor for time off requests. This process is generally informal and leave is granted based upon the project requirements.

What should I do if I lose my ID card?

Please notify your supervisor and Stephanie Puzo of the missing ID card immediately. You will be required to file a police report and pay a nominal fee for a replacement. Replacement cards are issued by Human Resources, located at 100 Gold Street, 2nd Floor.