

PROCEDURE

Series:	HR-Employee Conduct	COA: CFOP:
Procedure Name:	Telephone and Voicemail	
Procedure Number:	HR 2305	
Reviewed Date	2/1/2013	
Revision #/Date:	5/2/2016 (2) 3/6/2019	
Effective Date:	7/082018	
Applicable to:	Brevard Family Partnership Family of Agencies (BFP FOA) Staff, volunteers and temporary staff	

PURPOSE: To clearly establish telephone etiquette and expectations of all BFP FOA staff, volunteers and temporary staff. It is the vision of the agency for staff to deliver the highest quality of customer service at all times. Staff are to be accessible to customers, clients and other callers and provide access to an immediate alternate contact person when inaccessible.

Expectations

All staff of the BFP FOA, volunteers and temporary staff are expected to provide outstanding customer service at all times. This begins with telephone contact. All customers are treated professionally, courteously, appropriately, and timely. If a staff member receives a phone call that was misdirected or is being asked questions that they are unable to answer, the individual receiving the call will "take ownership" of the call and ensure that the caller receives the correct information the first time and/or is appropriately transferred to an individual who can assist them. If the call cannot be directly transferred, the caller will be provided with the name, position title, telephone number, and extension number of the location of the appropriate employee to contact.

Office Voicemail Set up for All Staff

All staff will ensure that their voicemail is properly recorded and updated appropriately to reflect scheduled time away from the office and specify when the staff member is unavailable. The staff member will provide an alternate contact in times of inaccessibility and include the time they will return to the office. Standard office voicemail messages are provided for all employees during orientation and include the following:

- A polite and welcoming greeting that will include the employee name and job title. The message will request that the caller leave a brief message which will be returned promptly or as soon as possible.
- The message will also provide an alternative and/or supervisory contact information, (name, and title and telephone number with extension) in the event the call is "urgent."
- For any BFP FOA staff who interacts with families, the message will also include the after-hours on call number for callers to access should they require after hours support.

Individuals who travel on agency business during the day are expected to call and check their office voicemail remotely in order to retrieve messages.



All voicemail messages are provided for all employees during orientation. When the employee is on vacation or out of the office for other purposes the voicemail message will include:

- A polite and welcoming greeting that includes the employee name and job title and the dates during which the employee will not be in the office, available and/or checking voicemail remotely.
- The name and title of the immediate supervisor and telephone contact information in the event the call is urgent and needs to be handled prior to an employee's return.
- For the BFP FOA staff who interact with families, the message will also include the after-hours on call number for callers to access should they require after hours support.

Expectations of Administrative Staff

It is expected that administrative staff will respond to callers politely and promptly. As the administrative staff serves as the point person for many functions and departments it is essential that in the event the individual will be away from the work area for lunch and/or other extended periods of time, that these calls are properly handled. It is an expectation that administrative staff ensure all messages have been responded to and/or attended to by the close of business each day.

Directors, Managers, and Supervisors are charged with ensuring that (when the Administrative staff are away from their phones for extended period of times i.e. one hour or longer) that appropriate alternative measures are taken to ensure that calls are answered in a timely manner. When appropriate, telephone extensions can be transferred to other work locations so that the calls can be answered

Volunteer staff who receive calls with an urgent need, who cannot or will not leave a voicemail message, will transfer these calls to the appropriate administrative staff to handle.

Access voicemail from out of the office

All staff can access office voicemail from outside of the office. Additionally, voicemail messages may also be updated from off site. It is expected that these tools will be utilized to ensure that we provide the best possible customer service and that callers can be responded to, redirected or are informed about who to contact. All staff are expected to learn how to access and change their voicemail messages as needed.

BY DIRECTION OF THE CHIEF EXECUTIVE OFFICER

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