
TELEPHONE PROCEDURES (PSL-W036)
Sacramento City Unified School District

1.0 SCOPE:

- 1.1 Working Instructions with telephone procedures, transfers, and question for payroll and personnel

2.0 RESPONSIBILITY:

- 2.1 Customer Service Specialist

3.0 APPROVAL AUTHORITY:

- | | | |
|---|-----------|------|
| | Signature | Date |
| <hr/> | | |
| 3.1 Director of Human Resource Services | | |
| 3.2 Assistant Superintendent, Human Resource Services | | |

4.0 DEFINITIONS:

- 4.1 Tech – Payroll Technician, Personnel Technician
- 4.2 HRS—Human Resource Services

5.0 PROCEDURE:

- 5.1 Answer main phone lines for personnel and payroll. You answer with “ payroll and Personnel this is state you name”:
- 5.2 Determine the callers need:
 - 5.2.1 Determine if the caller needs to be transferred to payroll or personnel
 - 5.2.2 Determine school site or department
 - 5.2.3 Transfer to appropriate Tech. See attached form
- 5.3 Questions regarding payroll/personnel:
 - 5.3.1 Determine if the question is payroll or personnel
 - 5.3.2 If answer is known then answer
 - 5.3.3 If answer is unknown, transfer to appropriate Tech if they are on the phone if they are here in person have the Tech come up and speak with the person

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6.0 ASSOCIATED DOCUMENTS:

6.1 N/A

7.0 RECORD RETENTION TABLE:

<u>Identification</u>	<u>Storage</u>	<u>Retention</u>	<u>Disposition</u>	<u>Protection</u>
Telephone Call	N/A	N/A	N/A	Access limited to HRS

8.0 REVISION HISTORY:

<u>Date:</u>	<u>Rev.</u>	<u>Description of Revision:</u>
12/03/04	A	Initial Release
10/08/07	B	Approval Authority department name change

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