
FRONT DESK MONITORING (PSL-W042)
Sacramento City Unified School District

1.0 SCOPE:

- 1.1 Working Instruction on front desk monitoring, greeting, and directing for the Human Resource Services counter.

2.0 RESPONSIBILITY:

- 2.1 Customer Service Specialist

3.0 APPROVAL AUTHORITY:

- 3.1 Director of Human Resource Services

Signature

Date

4.0 DEFINITIONS:

- 4.1 N/A

5.0 PROCEDURE:

- 5.1 Answering phones: Use standard greeting “ Thank you for calling Sacramento City Unified School District this is (*Insert Name*). How may I help you? Connect customer to extension in question and press the release button.
- 5.2 Monitoring: Visitor parking this parking is for visitors, off site employees and substitutes who are employed for less than thirty days. Employees are to park in employee parking in the back of the Serna Center.
- 5.3 Greet customers and off site employees upon arrival.
- 5.4 Direct district staff to meeting and conferences. Direct customers to correct administrative services.

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>
N/A				

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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