

**North Carolina Department of Labor
Occupational Safety and Health Division**

Administrative Information System

Administrative Procedure Notice 2E

Subject: Coverage of Phone Lines and Protocol Relating to Receptionist Activity

A. **Purpose.** This Administrative Procedure Notice (APN) establishes the procedures for maintaining coverage during normal business hours (8am-5pm, Monday-Friday) of the division's phone lines including the main number, and also describes the procedures for staff working in a public contact/receptionist capacity. The policy specifically relates to activity at the central office in the Old Revenue Building, but the requirements should be used for guidance in each of the division's office locations.

B. **Action.** Within two weeks of initial employment, supervisors shall review the content of this APN with administrative support persons who could be assigned to perform receptionist related activity. Persons performing receptionist related activity shall adhere to the requirements contained in this APN.

C. **Background.** Contact with the person who performs the duties of a receptionist is often the first impression that a caller or visitor has of the division. This contact may be from a legislator, member of Congress, government officials, the commissioner of labor, an employer, or one of the working citizens of the state that the division is committed to serve. All of these contacts are important and could involve issues of extreme emergency, including life or death. For this reason, it is imperative that the person makes a positive impression, is knowledgeable of the organization and its procedures, and handles any customer contact appropriately. A receptionist's responsibilities require a level of performance which reflects a high degree of professionalism.

D. **Procedures.** Activities related to a receptionist area and phone coverage shall be conducted according to the procedures contained in this APN. A receptionist area has been designated on each floor adjacent to the elevator. The role of the receptionist is to greet and assist visitors, and provide other related services.

1. Lunch Relief Schedule for Primary Phone Line.
 - a. The administrative assistant I in the director's office will forward the 807-2900 number to the executive assistant I during the lunch hour.
 - b. If the executive assistant I is not available during the lunch period, attempts will be made to arrange coverage by other employee's in the director's office.
 - c. If the director's office staff is unavailable, administrative support personnel in other work units shall assist during the lunch period.
2. Leave Relief Schedule for Primary Phone Line.
 - a. The primary phone line will be forwarded to the executive assistant I in the director's office when the administrative assistant I takes leave.
 - b. If the executive assistant I is not available to relieve during periods of annual or sick leave, an administrative support person from a work unit outside the director's office may be asked to assist.

3. Telephone Coverage.

- a. Bureaus and other work units shall develop a plan for covering their phones during normal business hours, 8 am-5 pm, Monday-Friday. This plan shall include a back-up number for those phones with voice mail. As directed by a legislative requirement, all voice mail boxes shall give a caller the option of reaching a "live person" through use of the zero out function.
- b. When situations arise that necessitate the transferring of phones to other work units, transfers must be coordinated with the work unit receiving the transferred calls. Information shall be provided on approximately how long the work unit will be taking transferred calls for the bureau, and whether someone can be reached if necessary.

4. Receptionist Activity.

- a. Affected work units on each floor should have someone prominently located near the elevator to receive visitors.
- b. Visitors must be met at the building entrance and escorted to their destination. Any problems should be addressed to a supervisor or the state capital police officer assigned to the building at 807-2222.
- c. Employees from other agencies assigned to the Old Revenue Building Complex should not be required to adhere to the NCDOL visitor processing procedures. If there is a question about an individual, a supervisor or state capital police should be called.
- d. Typically break or lunch activity, such as reading of magazines or working word puzzles, is not appropriate in public areas.
- e. Business attire is appropriate. This should also be a consideration on casual day when less professional attire is allowed. Any complaints received relative to non-professional attire will be addressed with the appropriate supervisor.
- f. Professional conduct is required. This includes attentiveness to the caller or visitor, a cheerful manner, and commitment to customer satisfaction.

5. Security Concerns.

- a. Security concerns should be reported to a supervisor or the State Capital Police at 733-4646 or 807-2222.
- b. Threatening calls should be documented on the Threatening Phone Call Information Sheet as described in Employee Safety and Health Program Policy 11, Workplace Violence.

E. **Expiration.** APN 2D is canceled. This APN is effective on the date of signature. It will remain in effect until canceled by the director.

Signed on Original
State Plan Coordinator

Signed on Original
Director

Date of Signature