

10.03 Incoming Telephone Calls

Policy:

It is the policy of Licking/Knox Goodwill Industries, Inc. to answer all incoming telephone calls in a prompt and professional manner and to transfer these calls accordingly.

Procedure:

The support team will follow these steps when answering incoming telephone calls:

1. All incoming calls are answered by the automated system. Calls routed to the operator by the automated system will be answered immediately in a professional manner and transferred to the appropriate staff member.
2. If the staff member is unavailable or cannot be located, the caller will be transferred to voice mail. The caller must not be on hold for over 30 seconds without the receptionist checking back.
3. A message will be taken, using a designated message form, if the caller refuses voice mail. To ensure confidentiality, all handwritten messages will be secured face-down at the reception desk for pickup by the staff member.
4. In an emergency or, at the support staff's discretion, the appropriate person will be paged or contacted by cellular phone to relay the message.
5. Under no circumstances shall support staff provide an employee's personal cell or home telephone number, street or email addresses, schedule, or whereabouts, to a non-employee.
6. The Office Manager shall maintain a "Do Not Accept" list of individuals or businesses whose calls are not to be forwarded. This list will be determined by members of the staff. When answering calls from a person on the "Do Not Accept" list, support staff must remain professional.

The Office Manager or designee is responsible for training employees on the automated telephone system. The Office Manager or designee will maintain the automated telephone system, including adding and deleting employees from the system, adding, modifying or deleting greetings or other automated messages, and ascertaining the need for new equipment or repair.