



**COUNTY OF SAN BERNARDINO
PRESCHOOL SERVICES DEPARTMENT
POLICY**

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SUBJECT:
CUSTOMER SERVICE – TELEPHONE CONTACT

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PURPOSE

To establish a standardized system of effectively addressing phone calls received by parents, potential clients, community partners, policy groups, staff, and other members of the community. Compliance with recruitment regulations necessitates the Preschool Services Department (PSD) to receive and/or follow up on all phone calls made to PSD sites.

POLICY

It is the policy of the Preschool Service Department (PSD) to provide excellent customer service by receiving and attending to every phone call made to a PSD facility. All PSD sites are to maintain a standard format of receiving and responding to customer calls during business hours and during non-business hours. In addition to providing excellent customer service, telephone calls are received and adequately engaged in order to ensure PSD fosters goal setting, parent involvement, and linkages to community services and resources for families.

REFERENCE

Head Start Performance Standards sections 1304.51(b), 1304.51(c), 1304.40(b), & 1305.5(b).

PROCEDURE

Calls received at PSD sites will be answered by staff exhibiting a positive, customer service oriented attitude, utilizing a standard greeting. All PSD sites are to have a working answering machine playing the same standard outgoing message in both English and Spanish. The answering machines at all sites will be on and available to receive messages during non-business hours and during the rare occasions when staff is unavailable to answer the telephone. All messages left on site answering machines are to be responded to as soon as possible within 24 hours.

Standard Phone Greeting

“(Agency Name and Site) this is (Employee Name). How may I help you?”

Standard Outgoing Answering Machine Message

“Thank you for calling the County of San Bernardino Preschool Service Department’s

(site location). Your call is important to us. After the tone, please leave your name, phone number, and the reason for your call. We will ensure that your call is returned in a timely manner. Again, thank you for calling the Preschool Services Department.

“Gracias por llamar a (ubicacion del centro) de Preschool Services Department del Condado de San Bernardino . Su llamada es importante para nosotros. Despues del tono, por favor deje su nombre, numero de telefono, y la razon por su llamada. Nos aseguraremos que su llamada sera devuelta de momento oportuno. Otra vez, gracias por llamar a Preschool Services Department.”

Answering Machines

The person primarily responsible (regular or off track periods) for taking site calls will check the site answering machine at the beginning of each day. Phone calls will be returned as soon as possible within 24 hours by the responsible staff person. If the responsible staff person is not the most appropriate person to return the call, they will notify the appropriate person of the information left on the answering machine. The information will include the time and day that the caller left the message so that the person following up is aware of when the 24 hours timeframe will expire. The caller is **REQUIRED** to receive a phone call within 24 hours. If the person following up does not have the information requested, they must contact the caller letting them know when they should expect to receive a phone call with the information requested.

All PSD staff are required to notify their supervisor of an answering machine malfunction.

Responsibility

REGULAR SCHOOL PERIODS

It is the primary responsibility of the Center Clerk to receive phone calls made to the site's main phone number. If the center clerk is unavailable, the site supervisor is to ensure that there is an appropriate back up person to receive the site phone calls. The site supervisor is responsible for making sure that the answering machine is on and ready to receive messages at the end of the day.

Note: It is a shared responsibility of all PSD staff to answer all telephone calls and provide the caller with the requested information or direct the person calling to the individual that can best address their expressed need.

OFF TRACK SCHOOL PERIODS

If the site is not currently in session, it is the primary responsibility of the Program Generalist assigned to the site to receive phone calls made to the main site phone number. The Program Generalist is responsible for making sure that the answering machine is on and ready to receive messages at the end of the day. If the Program Generalist is assigned to more than one site, they are to call and remotely check messages if they will not be visiting a particular site for the day, all messages must be responded to as soon as possible within 24 hours.

Note: It is a shared responsibility of all PSD staff to answer telephone calls and either

provide the caller with the requested information or direct the person calling to the individual that can best address their expressed need.

FAMILY LEARNING CENTERS

It is the responsibility of the Program Generalists to receive phone calls made to the Family Learning Center (FLC). The Program Generalist is responsible for making sure that the answering machine is on and ready to receive messages at the end of the day for every public FLC phone line.

QUALITY CONTROL

By March 1st of every program year, PSD's monitoring unit will randomly call every PSD Site and FLC during both business hours and non-business hours to ensure that the "Customer Service – Telephone Contact" procedure is being adhered to. If a particular site's practices are inconsistent with the agency's procedure, the monitoring unit will notify the site supervisor (regular school periods) or program supervisor (off track periods and FLCs) by email while providing the manager with a carbon copy (cc) of the email. The supervisor will have no more than one (1) business day to resolve the issue.