

<b>Internal Policies and Procedures of the Utah State Board of Education</b>	
<b>Policy #:</b>	02-11
<b>Subject:</b>	Receptionist Coverage
<b>Date:</b>	May 16, 2022
<b>Policy Owner:</b>	Administrative Services Manager
<b>Policy Officer:</b>	Deputy Superintendent of Operations

- I. **PURPOSE:** To ensure that the front desk/reception area is continuously covered to answer all incoming calls, direct the public, schedule meeting rooms, and check out motor pool cars.
- II. **POLICY:**
  - 1. The Board’s administrative secretaries, executive secretaries, office specialists, and technicians are responsible for covering two 15-minute breaks and a one-hour lunch period daily.
  - 2. If the receptionist is absent, these same staff provide coverage in one-hour increments from 8:00 a.m. to 5:00 p.m.
- III. **PROCEDURES:**
  - 1. USBE employs a receptionist to answer all incoming calls to the main number listed in all phone books. The front receptionist also directs employees and the public to all sections and meetings throughout the building, schedules meeting rooms, and checks out motor pool cars.
  - 2. There are two rosters created for relief duty for the USBE receptionist.
  - 3. One roster is a regular weekday relief schedule for breaks and lunch, and is organized as follows:
    - a. Includes all full-time administrative secretaries, executive secretaries, office specialists, and technicians.

- b. Is distributed to all individuals on the roster and posted at the receptionist's desk.
  - c. A supervisor may allow one staff member to substitute for another.
    - i. Substitutions should be coordinated through the support services coordinator who supervises the receptionist.
    - ii. It is the responsibility of the person assigned for relief that day to find a substitute.
  - d. All applicable personnel will be assigned a day for relief before the roster is created again for the next time period.
  - e. If several complaints are received about an individual, that individual may be asked to take additional training from the receptionist to improve performance.
4. The second roster is a relief schedule for planned or unplanned absences, and is organized as follows:
- a. Includes all full-time administrative secretaries, executive secretaries, office specialists, and technicians.
  - b. Each individual on the roster is required to work two hours, one or two hours at a time, before the roster cycle begins again.
    - i. Only one refusal to accept a turn is allowed per cycle.
  - c. A supervisor may allow one staff member to substitute for another.
    - i. Substitutions should be coordinated through the support services coordinator who supervises the receptionist.
    - ii. It is the responsibility of the person assigned for relief that day to find a substitute.
5. If several complaints are received about an individual, that individual may be asked to take additional training from the receptionist to improve performance.

IV. **HISTORY:** The effective date of this policy was October 6, 2010, with a revision made September 25, 2017. On May 16, 2022, this policy was formatted to comply with USBE Internal Policy 00-01.