

Office Coverage Protocol

Staff Responsible in order: 1) Carol, 2) Raul, 3) Melvin, 4) Rebecca, 5) Sebastian

- If line of protocol above is exhausted then 6) Any Manager

Carol is responsible for finding a back-up. Staff asked to provide coverage shall respond to such requests in a timely fashion– with no response made later than 24 hours after the initial request.

If staff commits to back-up and they have a schedule change – they are responsible to find their back up.

Check Carol's MS Outlook calendar to verify who is responsible for office coverage on a specific occasion.

Duties include ensuring that you are in the office during the specified time to greet walk –in traffic and processing the mail.

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Phone Coverage Protocol

Staff Responsible in order: 1) Carol, 2) Raul, 3) Rebecca, 4) Melvin, 5) Sebastian

- If line of protocol above is exhausted then 6) Any Manager

Carol is responsible for finding a back-up. Staff asked to provide coverage shall respond to such requests in a timely fashion– with no response made later than 24 hours after the initial request.

If staff commits to back-up and they have a schedule change – they are responsible to find their back up.

Duties include answering the phone live if possible and/or responding to messages left on the voice mail system.

Cable TV Complaint Phone Coverage Protocol

Staff Responsible in order: 1) Rebecca, 2) Julie 3) Carol 4) Raul 5) Sebastian 6) Melvin

If Rebecca is out of the office or away from her desk, but will be able to address the complaint in less than three hours, calls may be forwarded to her VM. Please assure callers that they will receive a return call as soon as possible.

If Rebecca is out of the office and won't be able to respond to the complaint within three hours of the call, then staff responsible for responding to complaint calls is as listed above.

Rebecca is responsible for confirming a back-up for complaint calls if she has anticipated out-of-office absences of more than three hours or before 5:00 pm. If staff commits to back-up and they have a schedule change – they are responsible to find their back up. If Rebecca's out of office is unanticipated (ie. sick leave), then staff responsible for responding to complaint calls is as listed above.

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Schedule Change Protocol

1. To report an all day unexpected schedule change(s) call and leave a voicemail message using your group distribution list to notify all Cable Staff.

It is the responsibility of the group distribution list owner to be sure that all staff are included on their list.

2. To report a partial day¹ unexpected schedule change(s) call your supervisor and staff that are likely to be impacted.

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¹ Partial day as defined is anything less than your regular scheduled work time.