



# FAMILY INDEPENDENCE ADMINISTRATION

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## POLICY DIRECTIVE #10-16-OPE

*(This Policy Directive Replaces PD #08-37-OPE)*

### REVISIONS TO VOICE MAIL PROTOCOL

Date: March 16, 2010	Subtopic(s): Voice mail
<b>AUDIENCE</b>	This policy directive contains instructions for staff at all Job Centers and Non Cash Assistance Food Stamp (NCA FS) Centers. These instructions are informational for all other staff.
<b>REVISIONS TO THE PRIOR DIRECTIVE</b>	<p>This policy directive has been revised to inform staff that the following changes have been made to the Voice Mail Protocol Desk Guide (<b>W-171F</b>):</p> <ul style="list-style-type: none"> <li>• the text “Model Office” has been changed to “Model Center”;</li> <li>• the phrases “Model Job Center” and “Model Food Stamp Center” have been changed to “Job Center” and “Food Stamp Center,” respectively; and</li> <li>• the following non-Model Center scripts have been deleted because their text is the same as the corresponding Model Center script : <ul style="list-style-type: none"> <li>▪ Center Manager;</li> <li>▪ Center Director;</li> <li>▪ Food Stamp Mail Processing Unit (MPU); and</li> <li>▪ Reception/Disbursement and Collection (D&amp;C).</li> </ul> </li> </ul>
<b>POLICY</b>	All aspects of the Human Resources Administration’s (HRA) voice mail systems are the property of the City of New York and must be used to conduct official city business.

HAVE QUESTIONS ABOUT THIS PROCEDURE?  
Call 718-557-1313 then press 3 at the prompt followed by 1 or  
send an e-mail to *FIA Call Center Fax* or fax to: (917) 639-0298

Employees using voice mail are consenting to potential review by supervisory, administrative, or other New York City (NYC) agency staff each time voice mail is used. Therefore, employees must not expect privacy when using the voice mail system, whether they are sending or receiving messages.

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## BACKGROUND

Revised

Please see the Voice Mail Protocol Desk Guide **W-171F** for the listing of voice mail greeting scripts to be utilized in the Centers.

Telephones within Job and NCA FS Centers are equipped with voice mail systems that allow individuals to leave a message when the line is busy or is not answered. Center Directors/Managers must record the greeting for their Center's general information line. Job and NCA FS Center staff are required to set up (record) the greeting on their telephones.

Each Worker must utilize the Voice Mail Protocol Desk Guide to record the standard voice mail greeting specific to his/her Job or NCA FS Center. These voice mail greetings are the messages a caller will hear whenever the line is busy or not answered and therefore must be professional and uniform. The Voice Mail Protocol Desk Guide contains a list of standardized scripts to be utilized when creating voice mail greetings for a Job or NCA FS Center.

Job and NCA FS Center employees must select a four or five digit numerical passcode to be utilized when accessing their voice mail messages. For administrative reasons, the Center Director/Manager must maintain a list of voice mail passcodes for all staff within his/her Center. Supervisors must be given the voice mail passcode of each staff member within his/her unit. In the event of a staff member's unscheduled leave (e.g., sudden illness), his/her immediate Supervisor would be required to utilize that passcode to check any voice mail messages left during his/her absence. In addition, the Center Director/Manager must establish a four or five digit universal passcode that allows access to the voice mail of all staff members who permanently leave the Center (e.g., retirement, resignation or termination of employment). For example, Job Center #01 has a universal passcode of "0001." In this example, a Job Center #01 staff member would be required to reset his/her selected passcode to 0001 prior to his/her last day of work. The employee who replaces that individual would then utilize the universal code to gain initial access to his/her voice mail and create a new passcode to be used until he/she leaves the job.

**REQUIRED  
ACTION**

To ensure compliance with the voice mail protocol, the Center Director/Manager must:

- record his/her Center's general voice mail greeting using the appropriate script on Form **W-171F**. This greeting must specify the Center's name, address, and hours of operation.
- maintain a list containing the voice mail passcodes of all staff within the Center.
- designate an Associate Job Opportunity Specialist (AJOS) II/Principal Administrative Associate (PAA) II as the Telephone/Voice Mail Liaison.

The Telephone/Voice Mail Liaison must:

- ensure that each staff member records a voice mail greeting using the appropriate standard script from Form **W-171F**.
- annotate the Telephone Voice Mail Master Log Form (**W-171D**) with the staff member's name, job title, telephone number, passcode, date that the greeting was recorded, and his/her supervisor's name.
- submit Form **W-171D** with the current information to the Center Director/Manager for review.
- ensure that staff members set their voice mail passcode to the designated universal passcode prior to a permanent leave.
- contact the Furniture and Procurement Unit (formerly Technical Support) at (212)-274-6839 to reset the voice mail passcode of staff members who have forgotten it, are unable to reset their passcode prior to leaving the office (for five or more days), or who are officially declared AWOL.
- periodically review Form **W-171D** to ensure that the log contains current voice mail system information.
- perform monthly random voice mail audits by leaving a request for service on a staff member's voice mail and by requesting a return call. The Telephone/Voice Mail Liaison must record the date and time he/she called the staff member's voice mail as well as the staff member's response time. The Liaison must then calculate the average response time on the Voice Mail System Quality Control Log (**W-171E**).
- submit Form **W-171E** to the Center Director/Manager for review.
- conduct Center-wide telephone audits once every three months to ensure that staff voice mail scripts are current.
- record any voice mail passcode changes on Form **W-171D**.

The Supervisor must:

- utilize Form **W-171F** to record the voice mail greeting for his/her unit (Reception/D&C supervisors only).
- reset his/her voice mail passcode to the universal passcode prior to a permanent leave.
- obtain the voice mail passcodes of all staff members within his/her unit.
- monitor Workers' voice mails when they are away from the office to ensure that important issues are handled in a timely manner.
- inform the Telephone/Voice Mail Liaison of any changes within the unit which pertain to the voice mail system.


The Worker must:

- record the appropriate voice mail greeting utilizing Form **W-171F**.
- give his/her voice mail passcode to his/her immediate Supervisor.
- reset his/her voice mail passcode to the universal passcode prior to a permanent leave.
- review all new and saved voice mail messages during work hours (the first review must occur within 30 minutes of arrival at work).
- respond to all voice mail messages within 24 hours to ensure that an emergency does not arise because of inaction.
- change the voice mail message to reflect absence and include the name and number of his/her immediate Supervisor. For example: "*You have reached the voice mailbox of (insert the name of the Worker). I will be out of the office until (insert the date when you will return), however, you may contact (insert the Supervisor's name) at (insert the Supervisor's telephone number) for assistance in my absence. Thank you.*"

**RELATED ITEM**

HRA Procedure #02-02

**ATTACHMENTS**

 Please use Print on Demand to obtain copies of forms.

- |               |  |
|---------------|--|
| <b>W-171D</b> | Telephone Voice Mail Master Log (Rev. 9/30/08)       |
| <b>W-171E</b> | Voice Mail System Quality Control Log (Rev. 9/30/08) |
| <b>W-171F</b> | Voice Mail Protocol Desk Guide (Rev. 3/16/10)        |



### Voice Mail System Quality Control Log

Today's Date: \_\_\_\_\_

Job Center/NCA FS Center: \_\_\_\_\_

Staff Member's Phone Number	Staff Member's Name	Job Title	Date/Time Staff Member's Voice Mail Called	Staff Member's Response Date/Time	Response Time	In Compliance With Voice Mail Policy: Yes/No	Comments	Auditor's Initials
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
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						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		
						<input type="checkbox"/> Yes <input type="checkbox"/> No		

SAMP

Average Response Time

## VOICE MAIL PROTOCOL DESK GUIDE

### Job Center Voice Mail Scripts

Title	Model Center Script	Non-Model Center Script
<p style="text-align: center;"><b>Center Director</b></p> <p>(This greeting is to be recorded by the Center Director)</p>	<p>You have reached the (state the name of the Job Center, for example: "Fordham Job Center") at (state the address). Our hours of operation are (state the hours of operation). We are unable to take your call at this time. Please leave your name, telephone number, and a brief message and we will return your call as soon as possible. Thank you.</p>	<p style="text-align: center;">Same as Model Center Script</p>
<p style="text-align: center;"><b>Reception/Disbursement and Collection (D&amp;C)</b></p> <p>(This greeting is to be recorded by the Supervisor of the Unit)</p>	<p>You have reached (state your name) at the (state the name of the Unit) of the (state the name of the Job Center, for example: "Fordham Job Center"). Our hours of operation are (state the hours of operation). We are unable to take your call at this time. Please leave your name, case number, telephone number, and a brief message and we will return your call as soon as possible. Thank you.</p>	<p style="text-align: center;">Same as Model Center Script</p>
<p style="text-align: center;"><b>Job Center Staff</b></p>	<p>You have reached (state your name) at the (state the name of the Job Center, for example: "Fordham Job Center"). I am unable to take your call at this time. Please leave your name, case number, a telephone number where you can be reached, and the reason for your call. Your call will be returned as soon as possible. If you have an emergency or need to report a change, you may do so in person from 8:30 AM to 5:00 PM at our Customer Service Information Center. Thank you.</p>	<p>You have reached (state your name) at the (state the name of the Job Center, for example: "Crotona Job Center"). I am unable to take your call at this time. Please leave a brief message including your name, case number and a telephone number where you can be reached. Your call will be returned as soon as possible. If you require general information or wish to speak to another party in the Center, please call our general information number (state the number). Thank you.</p>

## VOICE MAIL PROTOCOL DESK GUIDE

### Non Cash Assistance Food Stamp (NCA FS) Center Voice Mail Scripts

Title	Model Center Script	Non-Model Center Script
<p style="text-align: center;"><b>Center Manager</b></p> <p>(This greeting is to be recorded by the Center Manager)</p>	<p>You have reached the (state the name of the NCA FS Center, for example: "Fordham Food Stamp Center") at (state the address). Our hours of operation are (state the hours of operation). We are unable to take your call at this time, but please leave your name, telephone number, and a brief message, and we will return your call as soon as possible. Thank you.</p>	<p style="text-align: center;">Same as Model Center Script</p>
<p style="text-align: center;"><b>Food Stamp Mail Processing Unit (MPU)</b></p> <p>(This greeting is to be recorded by the Supervisor of the Unit)</p>	<p>You have reached the (state the name of the NCA FS Center, for example: "Fordham Food Stamp Center"). Our hours of operation are (state the hours of operation). We are unable to take your call at this time, but please leave your name, telephone number, and a brief message, and we will return your call as soon as possible. Thank you.</p>	<p style="text-align: center;">Same as Model Center Script</p>
<p style="text-align: center;"><b>Food Stamp Center Staff</b></p>	<p>You have reached the (state the name of the NCA FS Center, for example: "Fordham Food Stamp Center"). I am unable to take your call at this time. Please leave your name, case number, a telephone number where you can be reached, and a brief message. Your call will be returned as soon as possible. If you have an emergency or need to report a change, you may do so in person from 8:30 AM to 5:00 PM at our Customer Service Information Center. Thank you.</p>	<p>You have reached the (state the name of the NCA FS Center, for example "Fordham Food Stamp Center"). We are unable to take your call at this time, please leave your name, case number, a telephone number where you can be reached, and a brief message. Your call will be returned as soon as possible. If you have an emergency or need to report a change, you may do so in person from 8:30 AM to 5:00 PM at our reception area or by calling our general information number at (state MPU number). Thank you.</p>