



Natural Resources Conservation Service
210 Walnut Street, Room 693
Des Moines, IA 50309-2180

November 19, 2010

IOWA INTRAOFFICE INSTRUCTION 120-185 – STATE OFFICE TELEPHONE COVERAGE

IA185.0 PURPOSE

This Iowa Intraoffice Instruction provides the Standard Operating Procedures (SOP) to have all State Office telephone lines covered to assist all inside and outside customers from 8:00 a.m. to 4:30 p.m. Monday through Friday. This also provides instructions for using the Voicemail Service (telephone system answering machine) after 4:30 p.m. till 8:00 a.m.

IA185.1 SCOPE

This SOP will be followed by all State Office secretaries.

IA185.2 FILING INSTRUCTIONS

This Iowa Intraoffice Instruction will be posted on the Iowa NRCS Employee Website, which can be accessed at <http://www.ia.nrcs.usda.gov/intranet/> under the Iowa NRCS eDirectives System section.

IA185.3 EXHIBITS

See attached.

/s/Richard Sims
State Conservationist

Attachment

SOE

(IA Intraoffice Instruction 120-185 Fourth Edition – November 2010)

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1. PURPOSE:

This Iowa Intraoffice Instruction provides the Standard Operating Procedures (SOP) to have all State Office telephone lines covered to assist all inside and outside customers from 8:00 a.m. to 4:30 p.m. Monday through Friday. This also provides instructions for using the Voicemail Service (telephone system answering machine) after 4:30 p.m. till 8:00 a.m.

2. ROLES AND RESPONSIBILITIES:

All State Office 4000 lines are to be covered from 8:00 a.m. until 4:30 p.m. Monday through Friday. All State Office secretaries need to work with their back-up partner to make sure their phones are covered during this time. If their tour of duty is outside of these hours, make sure that the phones are covered, do not assume that since they have worked 8 hours and they have to leave or want to leave that the 4000 phone lines are left open to roll over to the emergency line (4378) and someone else will take care of the customer calling. Back-up partners, barring illness, should schedule their leave so they are not out of the office on the same day. During the holiday season (the day before and after Thanksgiving and the week between Christmas and New Years), the State Office secretaries will work together to make sure there will be at the minimum of two (2) secretaries in the office [preferably three (3)]. This scheduling will occur in October each year with the concurrence of all State Office secretaries.

The schedule below will be used when needed. This will include when Shelly DuBay and Cindy Slagle are not available to cover the front office or when a back-up partner is on leave (scheduled annual/credit leave or unscheduled sick leave without prior notification). Back-up partners are: Shelly-Cindy, Tara-Kim, Elmer-Lisa.

If a secretary is leaving early and their back-up partner is gone and the phone day person is also leaving early (without opportunity to plan ahead or trade days, such as in sickness, etc.), it is the responsibility of that secretary to find their own phone coverage. It is not the phone day person's. The secretaries are ultimately responsible for their own phones.

Example - It's Kim's day to cover the phones and she is leaving early, her back-up is gone. Elmer's back-up is also gone and he needs to leave early. It is not Kim's responsibility to find coverage for Elmer's phones. It's each person's responsibility to find their own coverage if the phone person is unavailable.

All secretaries are to notify the secretary that they are forwarding their phones to them. If a secretary is taking care of another secretary's phone, that secretary will notify the other secretary they also have the additional staff's lines. The telephone lines should not ring busy due to having phone lines forwarded to each other by mistake or a secretary being away from their desk and not be aware that they have another secretary's phones. If a secretary is covering another secretary's phones, be sure to forward them directly to the secretary you are forwarding your phone to so there will not be a double forward. At times a double forwarding issue will cause the phones to ring busy.

If Shelly and Cindy are both out of the office, a secretary will need to be at Cindy's desk to cover Shelly and Cindy's phones along with their own staff phones and greet visitors. If Shelly and Cindy are absent for a short time (i.e. 1-2 hours), the secretary that is responsible for the phones that particular day will be expected to sit at Cindy's desk. If Shelly or Cindy will be gone a full day, a schedule will be set up among the State Office secretaries that are in the office for the day. A sign for visitors has been placed on Cindy's counter with a bell for visitors to use to use in case Cindy is away from her desk. This bell should always be on Cindy's counter at all times.

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3. PROCESS:

The schedule will be updated as needed at a quarterly State Office Secretarial Meeting to make it equally fair for each secretary have the responsibility for each day of the week.

Monday – Elmer Foxx; **Tuesday** – Tara Kinyon-Anderson; **Wednesday** – Lisa Hobbs;
Thursday – Kim Broders; **Friday** – Cindy Slagle

VOICEMAIL SERVICE

Voicemail Service will be activated daily after 4:30 p.m. to 8:00 a.m. the following day. A greeting has been placed on the “**Regular**” greeting that says “You have reached the Natural Resources Conservation Service State Office in Des Moines, Iowa. Our office hours are 8:00 a.m. to 4:30 p.m. Monday through Friday. Please leave your name, number, and who this message is intended for and we will be sure that this message gets forwarded to the proper person.” Technically, the Voicemail Service will hold up to 60 messages depending on how wordy the messages get. Shelly will be responsible for checking/forwarding any messages that are left on the Voicemail Service. If Shelly is gone on a particular day, the secretary that is scheduled to cover the phones that day will be responsible for taking the Voicemail Service off and retrieving/forwarding any messages that are there. Each State Office secretary/back-up partner or other secretary that arrangements have been made with will be responsible for forwarding their 4000 line(s) to the Voicemail Service no sooner than 4:30 p.m. daily.

Should the State Office close for inclement weather, all employees meeting, etc., please be sure to put a message on the “**Alternate**” greeting that states why the office is being answered by the Voicemail Service. Also be sure to change the Answering Options so that the Voicemail Service is answered by the “**Alternate**” greeting. See instructions below.

The following lines are accessible at Shelly and Cindy’s desk and in the Mailroom. The following lines should be forwarded to 4223:

4769
6655
4357
4364
4525 (4524, 4506, 4587 should be forwarded to 4525)
4353
4222
4370
4262
4135

Forward your 2000 line to 2333

To set the Voicemail Service to answer with the “**Regular**” greeting:

1. Dial 4799
2. When prompted dial 4225
3. Passcode is 1 1 1 1
4. 8 = Mailbox Options
 - 1 = Greeting
 - 3 = Which Greeting to Answer
 - 1 = Alternate
 - 7 = Transfer out of phone mail
 - 6 = Disconnect from phone mail

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To change the “**Regular**” greeting: (Daily – this greeting should not need to be changed.)

1. Dial 4799
 2. When prompted dial 4225
 3. Passcode is 1 1 1 1
 4. 8 = Mailbox Options
 - 1 = Greeting
 - 1 = Regular Greetings
 - 1 – External
 - 2 – Internal
- * = Stop
- 1 = Record
- * = Stop (when you are done recording the greeting)

To change the “**Alternate**” greeting: (Inclement Weather, Meetings, etc.)

1. Dial 4799
 2. When prompted dial 4225
 3. Passcode is 1 1 1 1
 4. 8 = Mailbox Options
 - 1 = Greeting
 - 2 = Alternate
- * = Stop
- 1 = Record
- * = Stop (when you are done recording the greeting)

To set the Voicemail Service to answer with the “**Alternate**” greeting:

1. Dial 4799
2. When prompted dial 4225
3. Passcode is 1 1 1 1
4. 8 = Mailbox Options
 - 1 = Greeting
 - 3 = Which Greeting to Answer
 - 2 = Alternate
 - 7 = Transfer out of phone mail
 - 6 = Disconnect from phone mail

To check for messages:

1. Dial 4799
2. When prompted dial 4225
3. Passcode is 1 1 1 1
4. Check messages as you normally would on your 2000 line
 - 3 = Listen
 - 6 = Delete first before you can forward
 - 9 = Forward
 - * = Stop
 - # = To Continue
 - Dial Extension
 - # = To indicate you're done with dialing that extension
 - If for multiple extensions repeat the Dial Extension, #
 - # = To Continue
 - # = For Regular Delivery
 - # = To Continue
5. When done checking all messages:
 - 7 = Transfer out of phone mail
 - 6 = Disconnect from phone mail

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All of these instructions can be done from your home phone, cell phone, etc. All you have to do is enter your 2000 number and password instead of the 4225 and its' password.

Should we need to close because of the weather we need to notify the area offices and the Regional Conservationist Office (follow the phone tree). Their phone numbers are:

Area 1 – 712-276-4648 (System speed #60-351)
Area 2 – 515-573-4351 (System speed #60-352)
Area 3 – 563-422-6201 (System speed #60-353)
Area 4 – 712-243-2724 (System speed #60-354)
Area 5 – 641-472-8411 (System speed #60-355)
Regional Conservationist – Central – 202-690-2197

Approved By:

Date: November 18, 2010

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