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PURPOSE

The purpose of this directive is to document the Department's policy, regarding the proper procedures to be followed by all Central Office employees relative to answering telephones and providing for incoming telephone call coverage during normal business hours within each division and section. The manner and efficiency in which incoming telephone calls are answered and processed is basic to providing quality service to both internal and external customers of each division and section within Central Office.

DISTRICT I

P.O. Box 239
Clinton, SC 29325-5328
Phone: (864) 938-3497

Midlands Center - Phone: 803/935-7500
Whitten Center - Phone: 864/833-2733

9995 Miles Jamison Road
Summerville, SC 29485
Phone: 843/832-5576

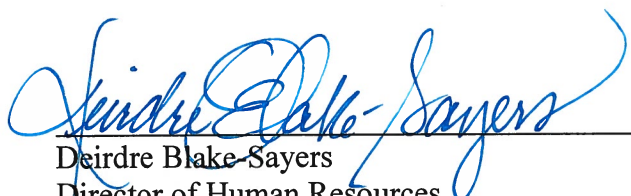
DISTRICT II

Coastal Center - Phone: 843/873-5750
Pee Dee Center - Phone: 843/664-2600
Saleeby Center - Phone: 843/332-4104

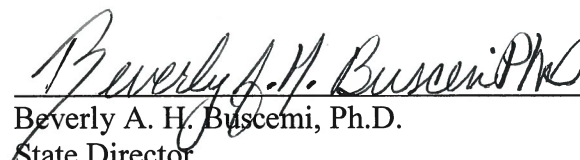
POLICY

Each division and section within Central Office is responsible for answering incoming telephone calls to their area, and must provide coverage within their section or division during all normal business hours (8:30 to 5:00), Monday through Friday. Incoming calls should not be allowed to ring through to the Receptionist or Executive Suite Administrative Support. Every effort should be made within the divisions and sections to avoid this situation. When a call does ring through to the Receptionist or Executive Suite, it should be only because all telephones within the division or section are busy. The answering of "ring through" calls from within Central Office should be an **extremely rare** occurrence.

Employees should help answer ringing telephones in their area, by using the call pickup feature, when they are aware that a telephone is not going to be answered by the intended recipient.



Deirdre Blake-Sayers
Director of Human Resources
(Originator)



Beverly A. H. Buscemi, Ph.D.
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(Approved)

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