

THE
LeMoyné-Owen
 COLLEGE

LEADERSHIP. OPPORTUNITY. CHANGE.

SUBJECT: Switchboard Operations Campus Salutation Call Screening Call Forwarding	Effective Date: July 1, 2011	Policy Number: 02-1-008
	Supersedes: Policy: Date:	Page 1 Of 2
	Responsible Authority: Switchboard Operator	

I. Purpose and statement of operational policy underlying the procedure.

The policy summarizes what is acceptable and consistent with the Campus telephone network and general switchboard procedures.

II. Applicability/Scope

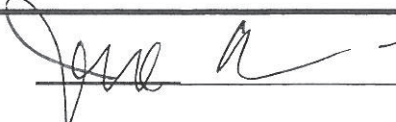
This applies to all Campus Employees

III. Process for Implementing Procedure

Responsibility	Action	Timeline
Campus Operator	Will screen incoming calls using the Campus I.D. and will document any	
Campus Operator	Receives all incoming calls from the Main Campus Number and transfers the call to the appropriate extension.	
Campus Operator	Directs callers to the appropriate department by gathering information from the caller.	
Campus Operator	Will alert Campus Safety of any harassing or threatening calls communicated through the switchboard.	
Personnel	Should not forward their personal office telephones to the switchboard without clearance from Administrative Services.	

IV. Related policies/References for more information

Administrative Services Policy Manual

Authorizing Official: 	Authorization Date: <u>10-10-11</u>
Title: <u>Director, Administrative Services</u>	