

CITY OF SPOKANE  
DEPARTMENT POLICY AND PROCEDURE TEMPLATE

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CITY OF SPOKANE DEPARTMENT POLICY AND PROCEDURE	DEPT [4490]-[2005]-[01]
	LGL 05-26
TITLE: OPERATIONAL HOURS AND STAFFING EFFECTIVE DATE: FEBRUARY 2002 REVISION DATE: FEBRUARY 2005 5.12.2005	LGL 2005-26

1.0 GENERAL

1.1 PURPOSE

The administrative office of the Spokane Regional Solid Waste System (Regional System) is located on the 7<sup>th</sup> floor of City Hall. City Hall business hours are 8:00 a.m. to 5:00 p.m., Monday-Friday. The Regional System conforms to this schedule. As a result, adequate staffing levels must be maintained during these hours.

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2.0 DEPARTMENTS/DIVISIONS AFFECTED

This policy shall apply to all employees of the Regional System.

3.0 REFERENCES

Not Applicable

4.0 DEFINITIONS

Not Applicable

## 5.0 POLICY

It is the policy of the Regional System to provide the best customer service possible to the citizens of Spokane. This includes staffing that facilitates efficient and convenient access to information requested by citizens.

## 6.0 PROCEDURE

- 6.1 The Secretary II and Clerk I for the Regional System have primary responsibility for staffing the reception area. These employees will greet visitors to the department with courtesy, ascertain what is needed, and either provide that assistance or direct them accordingly. When these employees are unavailable or unable to perform these duties, other employees within the department are expected to provide backup as needed.
- 6.2 The Secretary II and Clerk I for the Regional System have primary responsibility for answering departmental phone lines. These employees will answer incoming calls promptly and courteously, ascertain what is needed, and either provide that assistance or direct the call accordingly. When these two employees are unavailable or unable to perform these duties, other employees within the department are expected to provide backup as needed.
- 6.3 The Regional System does not close for lunch. Lunch breaks are staggered to provide coverage during the lunch period.
- 6.4 During times outside the normal hours of operation, an automated phone tree is available for citizens to access. This phone tree was designed to provide answers to frequently asked questions.

## 7.0 RESPONSIBILITIES

The Regional System Director or his/her designee is responsible for administering this policy.

## 8.0 APPENDICES

Not Applicable

APPROVED BY:

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Director

4/27/05  
Date

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City Attorney (ASST)

4-29-05  
Date