

# Central/Western Maine Workforce Investment Board

## Policy and Procedures Governing Protocols for Front Desk (Reception) Area & Staff and Information Center & Staff in Area III CareerCenters

### **Front Desk (Reception) Area & Staffing:**

- A. CareerCenters in Central/Western Maine (Area III) shall provide (in cooperative arrangement with either participating/contributing partners or co - located tenants) a Front Desk/Reception area and Staff.
- B. Since the Reception area and Staff are often the first point of contact with the public, such areas will be managed using appropriate professional business standards. At a minimum, the area will be maintained to enhance efficient professional services to the public: personal conversations and activities detracting from or interfering with client services will not be acceptable.
- C. Each CareerCenter will provide in written form a training module for Front Desk Staff. The training module will include basic information about CareerCenter services and programs for worker and business clients, protocols for interpersonal communication, and review of appropriate telephone skills.

From time to time, Center Managers will provide updates, "refresher" service suggestions as necessary.

Staff meetings may also be used as a forum to review and assure best services in a Center's reception functions.
- D. A written "Job Description" and/or "Expectations" and/or "Reception Duties" will be available in all Centers. At a minimum, the following functions for Front Desk/Reception functions will be included:
  1. Provides proactive welcome/greeting/minimal interview of clients.
  2. Assures that Reception area is maintained for professional services.
  3. Assures completion of Customer Service Log.
  4. Provides accurate minimal information in response to questions about CareerCenter functions, and appropriate referral/"next step" information.
  5. Operates switchboard/telephone line(s) (including relay/referral, transferring calls, messaging formats & systems).
  6. Sorts and distributes daily incoming mail and assures handling of outgoing mail.
  7. Provides information to clients in use of touch screens, copy machines, telephones/fax, TTY, VCR/TV, and other adaptive equipment as available.
  8. Schedules use of conference & meeting rooms by partners, businesses, and the general public.
  9. Performs clerical functions as necessary, including copy, collation, appropriate Center scheduling of workshops and appointments, data entry, and other clerical functions customary for Reception Staff in each Center.
  10. Works closely with all CareerCenter Staff to provide assistance both to clients and Information Center Staff.
  11. Maintain In/Out information for Staff availability.
  12. Orders and maintains supply inventory for Reception Area functions & operations.

13. Recommends/suggests procedural changes to improve client services in the Center.
14. Performs other functions as assigned and agreed.

- E. It is recommended that CareerCenter site Managers work with Staff to develop a Standard Operations Procedures (SOP) manual and make it available at the Front Desk/Reception.

**Information Center & Staffing:**

- A. CareerCenters in Central/Western Maine (Area III) shall provide a comprehensive Information Center staffed by integrated Staff from either participating/contributing partners or (as appropriate to the site) co-located tenants.
- B. Since the Information Center and its Staff are a crucial part of delivering integrated, universal services to both workers and business clients, maintaining a professional business environment at all times is essential. At a minimum, Information Centers will be maintained to enhance efficient professional services to the public; personal conversations and activities detracting from or interfering with client services will not be acceptable.
- C. Each CareerCenter will provide in written form a Training or Standard Operating Procedures (SOP) Manual including "Checklists for Software Competencies" for Staff serving in its Information Center. Since the Information Center is the "hub" for workforce development services in the CareerCenter system, Staff training needs to be as thorough as possible and provide on-going updates/reviews/policy & procedure reviews on a regular basis. In order to assure delivery of effective services, four resources/strategies are recommended: (1) a current "Business Assistance" [aka "Employer Assistance"] Handbook, (2) access to SOP information and job descriptions for Front Desk Staff, (3) fundamental understanding of partners' services and CareerCenter system objectives, (4) development of the Standard Operations Procedures (SOP) Manual made available to Information Center Staff for quick reference to service procedures and including "Software Competencies Checklists"

[Team is working on current Software Competencies as follows]

**SOFTWARE COMPETENCIES/INFORMATION CENTER SKILLS INVENTORY**

<b>SKILL</b>	<b>FORMAT of TRAINING TOOL</b>	<b>NEXT STEPS [NOTES]</b>
Doing resume using Microsoft Word	Competency sheets now available with minor changes	
Saving & finding a resume	Competency sheets now available	
Looking up jobs using websites	Process/flow Chart to be developed from competency sheet now available	
Explaining/using CareerScope and printing results	Competency sheet now available	
Explaining/using CHOICES and saving/printing results	Competency sheet now available	
Using O'Net	Competency sheet now available	
Registering a customer for Maine Job Bank (MJB)	We need a Process/flow Sheet	
Understanding SOC codes which replaced OES codes	Revise/edit current competency sheet	
Helping a customer change password for MJB registration	Competency sheet now available	
Assisting a customer with Mavis Beacon	Competency sheet now available	
Operating FAX and copy machine	No sheet or process/flow chart necessary; post on equipment	Post instructions on or near equipment.
Finding printed materials: knowing where data is in InfoCenter	Neither competency sheet or process/flow chart is appropriate here.	Staff in Info Center needs to "look around" and keep stuff in InfoCenter up to date.
Switching from the InfoCenter screen to the OSOS staff screen	Develop process/flow chart	
Performing an orientation to the CareerCenter	Develop process/flow chart. Develop small group orientation model	

		(Norway) to share stuff from Centers
Doing Profiling	Process/flow Chart to be developed	
Explaining & using TABE Saving & printing results	Need process/flow chart or competency sheet	
Using Excel [Optional Competency}	Competency sheet.	
Access to LMI (Site, navigate, basic resources)	Competency sheet or process/flow chart	
Operating and Practice use of TTY machines	Process/flow chart or competency sheet	
Scheduling functions (e.g., workshops, adult ed classes, applications, certifications, appointments)	Process/flow chart needs to be developed	
MEO, TAA, NATAA, WOTC processes	Process/flow charts	
Federal Bonding Program	Process/flow chart	
Informing customers re: "self-service & CC Registration"	Process/flow chart	
UI	Process/flow chart	
Explanation of Apprenticeship Program	Competency sheet and/or process/flow chart	
ETP [Eligible Training Providers] and Vouchers	Competency sheet and/or process/flow chart	

- D. In addition to having access to information and knowing the appropriate applications of these technical skills, Information Center Staff need to have excellent interpersonal and communication skills to work effectively with both clients and CareerCenter partnered staff.

Presented to and accepted by the Operations Committee by Regional Managers May, 2004