

DIVISION OF PARKS AND RECREATION

February 24, 2006

STAFF DIRECTIVE 06-02

TO: Administrative Staff
Section Chiefs
Program Managers
District Superintendents

FROM: Lewis R. Ledford, Director

SUBJECT: Electronic Communication

As part of our on-going efforts to improve services and responsiveness to the general public and to field staff, the following measures are to take effect immediately. Those who contact our offices, either via phone or e-mail deserve to receive a reasonable expectation of when they will hear back from us. This directive is also consistent with the department's commitment to improving communication and responsiveness as outlined in the DENR's honor code and Strategic Direction 2, "In Service of Mission and Quality," in the 2005 Strategic Plan.

Voice Mail

Voice-mail for those employees with a designated individual phone line is to be updated every morning. The message is to include the day's date, information about whether you are in the office, in the field or out on leave, a contact person to speak to in your absence and a reasonable explanation of when the caller can expect to receive a response.

If you plan on being in the office, a standard daily message to work from is as follows:

"Hello, you have reached _____ with North Carolina State Parks and Recreation. Today is Wednesday, February 8th and I am in the office. I am either on the phone or away from my desk. Please leave a message and I will return your call as soon as possible. If you need immediate assistance, please dial '0' (or someone else in your section). Thank you."

If you plan on being out of the office, the following message is offered as guidance:

"Hello, you have reached _____ with North Carolina State Parks and Recreation. Today is Wednesday, February 8th. I will be out of the office until _____. Please leave a message and I will return your call when I return. If you need assistance before then, please dial '0' (or someone else in your section). Thank you."

Simple additional messages that indicate the type of day you expect (ie. I have several meetings today) are also encouraged.

Do not leave a voice-mail message on Monday that lists your entire itinerary for the week. This modification in policy should be considered a routine aspect of your workday.

Once you become accustomed to changing your message each day, you will find it takes only a few moments and it will become a natural part of your morning activities.

E-Mail

If you are expecting to be out of the office for a week or more, please set the automated e-mail reply and customize the message to describe when you will be returning to the office.

Electronic Schedule

Effective immediately, all staff identified as recipients of this staff directive are to begin using the "What is your status" scheduling tracker available at <http://www.ncsparks.net/links/>. The program is to be updated each Monday and considered a routine activity as you start your work week and should be amended when your schedule changes.

Any questions or comments concerning this directive should be addressed to the assistant director for planning and administration.

LRL/dgr