



Women's Center

AT VIRGINIA TECH

Receptionist Manual

Women's Center at Virginia Tech
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Introduction to the Women's Center

Mission Statement

The Virginia Tech Women's Center mission is to promote a Virginia Tech (VT) community that is safe, equitable, and supportive for women and that celebrates their experiences, achievements, and diversity.

About

The Women's Center has organized its work around four focal points. The Women's Center:

- ✓ Provides services to survivors of sexual assault and relationship violence,
- ✓ Conducts educational programming on women's issues,
- ✓ Provides women's leadership development
- ✓ Offers outreach and advocacy for positive change for women in the University community.

Directions

The Women's Center is located just outside the northeast section of campus at **206 Washington Street** between Draper Road and Otey Street. The easiest access is to enter Southgate Drive (Rt. 314) at the stoplight at Route 460, turn left onto Duck Pond Drive, and right onto Washington Street.

Alternative Directions: You can also get here by turning onto Washington Street near the new Kent Street Square building.

Phone Call Procedure

As a rule, we always give the main number (231-7806) to those outside of the Women's Center. Under normal circumstances, the receptionist team and the office manager field all of the incoming calls to the main line. They will then transfer calls to staff members or take messages as appropriate.

Taking Messages

In the event someone is out of the office, or unable to take a call, you'll need to take a message.

You'll fill out the message legibly on the "while you were out" pad. If it is an emergency please refer to the "Handling Counseling Requests" section on page seven.

Important information to include on the message is:

- ✓ Name of staff member
- ✓ Date
- ✓ Time
- ✓ Caller's name
- ✓ Caller's phone number
- ✓ Would they like the staff member to call them back?
- ✓ Complete message
- ✓ Your signature

Even if the caller does not provide all the necessary information or asks to be called back, please still take a message to let the staff member know that someone was looking for them.

You will then place the message in the "message center" located next to the in/out board.

Retrieving Messages

Pick up line 26040#. If the dial tone is broken follow directions below; if not, continue with the checklist.

Dial "26040." Listen for automated instructions. (Press "#" and enter pass code "102102#.")

Press "3" to listen to messages, record messages in phone call log and delete from voicemail once you have all the information you need from it. Replay if necessary.

Place all messages in the appropriate staff member's phone slot by the message board.

Transferring Calls

With caller on the line, press the "transfer" button at the bottom right.

Press "1" and the four-digit extension listed.

Wait until the staff member picks up, then announce the caller. If they accept the call, hang up.

If they do not pick up, or cannot take the call, press "connect", and take a message.

If the caller would like to leave a voicemail for a staff member who is out of the office, follow directions above and hang up when voicemail activates.

Putting Caller on Hold

In the event that you need to hang up a line temporarily (either to take a call on another line or attend to another matter) without disconnecting your caller use the “hold” function.

Press the “hold” button and hang up.

To reconnect press the button for whichever line the call is being held on (the blinking line light will indicate this) and pick up receiver.

Do not press the “connect” button.

Forwarding Phone Calls

This allows you to have your calls ring at another phone.

Dial “#9” then “1” and the 4-digit extension, or dial “9” then the local outside number you are forwarding calls to.

Hang up. (The light by the line will flash rapidly.)

Canceling Forwarding Phone Calls

Dial “##9” and hang up. (The light by the line will turn off.)

Let whomever had the call forwarded to them know that you have the call back.

Changing the Greeting

Dial “26040#” and enter the pass code “102102#.”

Follow the directions of the automated system.

Greeting number one (for the main line):

“You have reached the Women’s Center at Virginia Tech. The center’s normal business hours are Monday through Friday, 8 am to 5 pm. Please leave a message and someone will return your call as soon as possible. If this is an emergency, please call Student Health Services at 231-6444 or the Women’s Resource Center of the New River Valley at 639-1123.”

Greeting number two (for the main line, to be used if the office is closing early):

“You have reached the Women’s Center at Virginia Tech. The center is closed and will reopen at (time) on (date). Please leave a message and someone will return your call as soon as possible. If this is an emergency, please call Student Health Services at 231-6444 or the Women’s Resource Center of the New River Valley at 639-1123.”

Handling Counseling Requests

This serves as a guide for dealing with different kinds of cases that you may encounter at the Women's Center. Each case is different and may require different things than are on the list. Our role is to assist anyone that comes in the door; however, in general we will only be doing ongoing work with **students, faculty, or staff** that have been affected by some form of violence: sexual assault, relationship violence, stalking (with/without the use of technology), harassment, and sexual harassment. We work with both **primary** and **secondary victims**, which means we will work with both the person who was victimized and friends and family of the person who was victimized. We may also serve as consultants with our colleagues on campus surrounding cases that we may not be directly involved with.

We can provide the following services:

- ✓ Crisis Intervention
- ✓ Individual and Group Counseling
- ✓ Case management
- ✓ Advocacy
- ✓ Accompaniment to medical facilities, law enforcement, court, judicial hearings, etc.
- ✓ Assistance with Academic Relief
- ✓ Information and Referral
- ✓ Consultation

With cases that don't involve some form of violence our main role will be to provide support and information and referral. This would also go for a case that involved a community member who was not affiliated with the university in some way. We can provide some short term crisis intervention until the person can get to the appropriate referral source. For example, if there is a long wait list to get into the Counseling Center we might meet with the person until they can get in.

Guidelines

The following guidelines outline what you should do if someone requests counseling services.

When an individual **requesting a counselor** calls or walks into the Women's Center, that person is to be referred to someone from the counseling team:

- ✓ **Sarah Kate Valatka**, Counseling and Advocacy Coordinator
- ✓ **Jessica Prince-Sanders**, Victim Advocate
- ✓ **Christine Dennis Smith**, Co-Director
- ✓ **Jen Underwood**, Outreach Coordinator

If no one from the counseling team is available, individuals requesting counseling services will be directed to the following people in this order:

- ✓ **Anna LoMascolo**, Co-Director
- ✓ **Jessie Meltsner**, Special Projects Coordinator
- ✓ **Sharbari Dey**, Program Coordinator
- ✓ **Kim Hobbs**, Office Manager

Receptionist Information

Behavior

Behavior in the front office must be professional. While on duty please refrain from using cell phones, instant messenger, or Facebook. Cell phones should be turned off or have the ringer silenced.

Conversations at the Women's Center are sometimes atypical, but please make sure that your conversations remain tactful. Also always be aware of your volume and always stop any personal conversations if a visitor enters the building or if the phone rings.

Do not download any programs without consent from the office manager. If you save personal work on the computer it must be in a desktop folder labeled with your name. Please ensure that you save files in the correct folders, as they may be lost or deleted if not properly saved. It is your duty to delete files off the desktop if you have downloaded or saved them there.

Friends are welcome to stop by if they need to drop something off for you or are meeting you at the end of your shift. Please keep these occurrences few and make sure your friend's stay is not for an extended period.

Dress

Dress at the Women's Center is casual-professional:

- ✗ You cannot wear tank tops or spaghetti straps
- ✗ You cannot wear anything that reveals your midriff or chest
- ✗ You cannot wear anything that is tight or revealing
- ✗ You cannot wear anything that has holes or looks ratty
- ✗ You cannot wear anything that has explicit wording on it

But:

- ✓ You can wear jeans
- ✓ You can wear t-shirts or sweatshirts
- ✓ You can wear sneakers or flip-flops

Checking In & Out

In order to know who is in the office we have instituted an in/out board located in the front office. These boards are quite helpful to the receptionists when answering the main line or when clients come into the office. They are also helpful to staff members throughout the day.

Leave

We expect you to consistently work your scheduled hours, but understand that there may be circumstances where this can be difficult. If you must miss a shift for some reason the following procedures should be followed:

1. Send email to receptionist listserv and/or put request in Communications Log

2. If you get coverage, let the office manager know.
3. If you can't get coverage, talk to the office manager to work out a solution.

There are also times when you will be sick and in that case you can always call in and let us know you are not feeling well. With sickness you do not need to find coverage for yourself.

- ✓ You can get coverage 4 times.
- ✓ You can miss a shift (couldn't find coverage) 2 times.
- ✓ You can call in sick 3 times.

Inclement Weather

The only official sources of information for authorized closings and delayed openings for the Blacksburg campus and facilities in the immediate Blacksburg area are the following:

- ✓ Weather Hotline: 231-6668
- ✓ Virginia Tech Operator: 231-6000
- ✓ WVTF-FM - Radio Station in Roanoke, located at 89.1 or 91.9 on the radio dial
- ✓ University Home Page: vt.edu

In inclement weather situations, it is the responsibility of each employee to confirm with the Women's Center if and when to report to work that day. If classes are cancelled, that does not necessarily mean that the Women's Center is closed. If we remain open we hope that you will make every effort to come in for your shift, though we do want to ensure that you are doing so safely.

Parking

Our lot is not a VT monitored lot, therefore you **do not** need to purchase a VT Parking Pass. Since space is at a premium, we try to keep an eye on the lot, especially during events. If someone has parked a car in the back lot and it cannot be claimed as a staff members', a volunteers', or a guest/visitor of the Women's Center, please let the office manager know so that appropriate action can be taken. (Typically, a warning first, then towing.) Also, our visitors and guests should know that we do not control the parking lots around us, and we cannot promise they will not be ticketed or towed.

It is very important that no one parks in the neighbor's backyard or driveway or on the grass! There are 10 spaces out back; if all are full, you may need to use a metered spot located on Draper or the parking garage.

Meetings

Throughout the year meetings may be scheduled outside of your normal work schedule to discuss Women's Center events, new procedures, or other topics. These monthly meetings are mandatory for the receptionist team.

You can also schedule one-on-one meetings with the office manager. This is a time for both you and the office manager to share any concerns or give feedback to each other. We want to discuss how you are doing, how you like working at the center, and what is (or isn't) working for you.

Keys to the Center

If you are scheduled as an opener or closer, you will be assigned keys to the Women's Center. You will need to complete a key contract with the office manager. Please read this contract fully before signing and receiving your keys.

Keys are not to be used for entry into the building after hours unless it has been approved by the office manager.

Timesheets

Please keep close track of the time you spend working as a receptionist. While it is easy just to wait until the day timesheets are due, it is important that you fill out your hours on a daily basis in case your shift runs longer or shorter than scheduled. You will need to have your timesheets completed and signed on the first and 16th of each month.

Library Procedure

Video/DVD Requests

At the Women's Center we are lucky enough to have a few topical DVDs and videos that we are able to loan out to students and staff. Those wishing to borrow a DVD must allow us five business days to locate the DVD. If we happen to have it in the building, they can pick it up at any time, but if we have to track it down they must allow us five business days to do so. Videos are loaned out for 24 hours, so you need to let the interested party know not to pick it up until the day before it is needed.

Library & Conference Room Requests

Both the library and conference room are open to university personnel to book for meetings and/or events. All library and conference room requests are to be made through the office manager. She will accept the request and, if needed, bring it to staff to see if it is an appropriate use of our space, or if it conflicts with any other plans for the space.

Book Reservations

1. On the left sidebar of the Women's Center website there is an "information & resources" button, and under that, the Women's Center library catalogue is available.
2. Under the catalogue, people will be able to reserve books online and then come in and pick them up.
3. Have the books ready at our receptionist desks for people to pick up when they come in.
4. Check out/in the book as the directions say in the following sections.

Checking Out Books

1. Log onto the receptionist computer that is on the left (directly facing the magazines).
2. Click on the program called BookCAT; it can be found on the desktop or from the "start" menu.
3. All the books are listed automatically when opened (It opens in the Book View), and you may click on the book the person would like to check out.
4. Once that book is highlighted, look at the part of the screen where it says "File, View, List, Book, Loan, Search, Report, Tools, Sites, Help".
5. Click on "Loan", then click on "Check Out."
6. A Check Out box will pop up and you should see the person's name in the box titled "Borrower" in the following format and then click "OK": Last Name, First Name
7. Then on the left sidebar click on "Loan View", it may need to be refreshed to be updated but all of the checkouts should be listed.
8. Click on the person who is checking out, then look at the bottom of the screen to where it says "Borrower Loan History" and "Book Loan History." Their name should be in blue and clickable in that box so click on their name.

9. A “BookCAT Explorer” box will open up with some information about the borrower. At the top of the box there are some buttons. Click on the fifth button—the “edit” button (it is a red square).
10. Another box will open up, click on the “Contact” tab. Put in their email address, this is mandatory. If they would like to give any additional information they may. Then click “OK.”
11. You may close the explorer box.
12. The borrower has 30 days to use the book. The due date is given but can be seen again at the bottom of the “Loan View” screen. The check out process is done.

Checking In Books

1. Open the BookCAT program either from the desktop or from the “start” menu.
2. From the left sidebar, click on “Loan View,” find and click on the borrower’s name.
3. Once highlighted, click on “Loan” from the top menu, then click on “Check In,” or you may just press “Shift”+“F3” on your keyboard.
4. The Check In box will pop up, and if the borrower brought the right book then click “OK.”
5. The book is now checked back in.