# **End of the Day Procedures- Front Desk and Call Center**

Occasionally, customer needs are such that late calls or late lobby requests can mean staying past the end of your scheduled shift to finish up business for the day. Most of the time, staff who stay late work with their supervisor to come in late or leave early some other day to make up the time (flex-time). EAWS encourages and embraces this flexibility as mutually beneficial to customers, staff and management.

While we need to use First Contact Resolution (FCR) while on the call center and handling customers at the front desk, there will be times where we need to use critical thinking and may need to complete the task, return a call the next day or get Lead/Supervisor assistance. This is to avoid the use of comp time or overtime, if that is preferred over flex-time by the ESS, which is not planned in advance. Overtime hours are reserved for planned peak work volumes determined by management.

The expectation of the EAWS division is that you are logged out at the end of your scheduled shift. While it should be noted that ESS staff are entitled to their choice of comp time or overtime per the employee handbook if *they are asked* to work past the end of their scheduled shift, ESS are directed to employ the following steps to avoid staying late and requesting comp-time or overtime.

**Front Desk/OCL**: Lobby Lead is to monitor the lobby starting at 4:00 pm. The lead worker will pull staff as needed and triage the walk-ins so that staff can leave at the end of their shift. If the customer has a new program request you will need to complete the RFA (including brief case comments) and let them know they will be contacted for the appointment. Setting the filing date is the minimum that you need to complete.

By 4:15 pm. if you suspect your customer interaction will not be completed by 4:30 pm. and you are not agreeable to flex- time, you will need to notify the Lobby Lead and on-site Supervisors, who may need to take over the interaction.

**Call Center:** The calls taken at the end of your shift need to be completed no later than your scheduled time to leave. Critical thinking and being aware of the time is required. If the customer has a new program request you will need to complete the RFA (including brief case comments) and let them know they will be contacted for the appointment. Setting the filing date is the minimum that you need to complete.

If you are still on the call at 15 minutes before your shift ends, and you are not agreeable to flex-time, you will need to advise the caller that your shift ends in 15 minutes and that you will call them back tomorrow if needed. Email CCA Monitoring with the case number and instructions in the event you are unexpectedly out of the office the following day

or need someone else to pick up the task due to planned time off.

If you are still on the call at 15 minutes before your shift ends and the customer’s need *must be completed today*, please place them on hold and email the CCA monitor team at [HSEACCMonitoringTeam@countyofdane.com](mailto:HSEACCMonitoringTeam@countyofdane.com). If a lead or supervisor is not available to take over the task, you are then in essence being asked to stay late and are entitled to the time compensation of your choice (flex, comp or OT).

Email Subject Line: End of shift – customer assistance needed

Email Body Message: Case number and brief details of the situation

\*Please note that the allowance of overtime is reserved for critical high volume times of the year and needs to be approved by management in advance. ESS are not allowed to seek overtime if the procedures above have not been followed.