



City of Arts & Innovation

City of Riverside Administrative Manual

Effective Date: 9/22/2015
Review Date: 9/22/2018
Prepared by: City Manager's Office

Approved:



City Manager

SUBJECT:

Timely Response to Constituent Communications and Out-of-Office Coverage

PURPOSE:

Customer Service is a top priority of the City Council and the City Manager and this policy details the requirements for timely response to phone calls, voice mail, and email, and sets forth requirements for covering these communication methods when employees are out of the office.

POLICY:

All employees shall acknowledge all phone calls, voice messages, emails, and similar forms of contact from constituents within one business day (24 hours).

Acknowledgement consists of returning the phone call or email with an initial response indicating that the message has been received, and either answering the inquiry or, when additional research is required, providing a time line for a complete response.

Out of Office Coverage. All City phones, voice mail and external email shall be monitored so that this requirement can be met by other staff when employees are out-of-the office. This means that appropriate staff shall be designated for back-up coverage. City phones and external email shall be forwarded to back-up staff. Staff shall use out-of-office settings for voice mail and external email, providing the name of the staff person that will be monitoring the messages.

Example Out of Office Email Greeting: "I am out of the office and will return on Monday, September 28. John Riverside is monitoring my email and will follow up with you within one business day. If you prefer, you may contact John Riverside by phone at (951)826-XXXX or by email at jriverside@riversideca.gov."

Distribution: Regular