

ADMINISTRATOR’S MEMORANDUM

Miscellaneous No. 3
Supersedes Memo dated 06/27/23

To: State Office Staff

From: Mathew Weaver, Director



RE: State Office Front Desk Relief Coverage & Mail Distribution

Date: October 4, 2024

“You’ll never get a second chance to make a first impression.”
—Will Rogers—

This memorandum replaces the June 27, 2023, *State Office Front Desk Relief Coverage* Memorandum. Currently, there is one full-time Office Specialist (OS) assigned to work at the front desk. One full time position is insufficient to provide complete front desk coverage. To assist the fulltime front desk OS and ensure the public always has a positive first impression of the Department, relief coverage of the front desk will be shared by all staff whose job description is in the clerical and records series for administrative functions of the Department. Also, to the extent possible, relief coverage should be shared by all groups and programs at the state office.

When the OS is absent for any length of time due to routine breaks, sickness, vacation, or training, the staff assigned to cover the front desk, and the coverage procedures are as described in this memo.

Front Desk Supervisor

The Manager’s Assistant to the Director, or Front Desk Supervisor, supervises the front desk operations and the full time OS position. The Front Desk Supervisor is responsible for coordinating front desk operations including coverage during planned and unplanned OS absences. The Front Desk Supervisor acts on behalf of and with the full confidence of the Director in this capacity.

Coverage Support Groups

Group One

Group One consists of the following agency positions.

Agency Section	Job Class
Planning & Projects Bureau	Admin. Assistant
Adjudication Section	Tech. Records Specialist
Adjudication Section	Tech. Records Specialist

Group One shall cover the OS’ daily 15-minute breaks at 9:30 am and 3:00 pm. In addition, when the OS is on leave, Group One shall cover the first and last two-hour blocks of the day (8 – 10 am and 3 – 5 pm).

The Front Desk Supervisor will coordinate Group One coverage.

Group Two

Group Two consists of the following agency positions.

Agency Section	Job Class
Water Rights	Tech. Records Specialist
Water Rights	Tech. Records Specialist
Water Rights	Tech. Records Specialist
Water Rights	Tech. Records Specialist

Group Two covers daily lunch breaks between 12:30 – 1:30 pm. When the OS is on leave, Group Two covers the desk in shifts from 10 am – 3 pm.

Because Group Two is comprised only of Water Rights Section staff the Water Rights Section Manager will coordinate Group Two Coverage.

Group Three

Group Three consists of the following agency positions.

Agency Section	Job Class	Backup Coverage for:
Financial & Purchasing Section	Purchasing Agent	Group One
Financial & Purchasing Section	Financial Specialist	Group One
Financial & Purchasing Section	Grants/Contracts Specialist	Group One
Compliance Bureau	Tech. Records Specialist	Group One & Group Two
Administration	Management Assistant/ Front Desk Supervisor	Group One & Group Two

Group Three is backup coverage for both Group One and Group Two when either group needs help covering a specific time slot.

The Financial & Purchasing Section's Senior Buyer will coordinate coverage among the Financial & Purchasing Section staff. Staff in the Financial & Purchasing support groups should be called for backup coverage for the AM and PM breaks only¹.

Lunch and Break Coverage Procedures:

Group One will cover daily morning and afternoon breaks. If designated staff are not available to cover an assigned break, they will arrange backup coverage within Group One or Group Three and notify the Front Desk Supervisor.

Daily lunch breaks will be covered by Group Two as determined by the Water Right Section Manager. Lunch Breaks will occur at the set designated time, 12:30 – 1:30 pm.

Relief staff should take their breaks before or after their coverage of the front desk. If someone covering the front desk must take a break during their coverage time, they shall ask the Front Desk Supervisor or members of their relief group for assistance.

¹ To maintain required financial controls, staff in Fiscal and Purchasing cannot receipt money at the front desk. As a result, to ensure efficient front desk coverage, Fiscal and Purchasing staff should only cover the desk for short periods.

Relief Coverage Scheduling:

Throughout the regular course of a year, the OS will be out of the office due to illnesses, planned annual leave, and training. In these instances, the Front Desk Supervisor will send an email requesting coverage to all those assigned to cover during OS absences and coordinate coverage as needed.

Those covering the front desk, or the Front Desk Supervisor shall update the Front Desk calendar in Outlook with the updated coverage schedule. Staff should diligently update the calendar as coverages change to ensure efficiency and sufficiency in coverage.

Opening & Distributing Mail Procedures

Mail received by the Department often contains payment of application fees. As a result, state financial controls require two people to open and distribute the daily mail. This process typically occurs when the daily mail arrives between 10:30 – 11:30 am. The Front Desk Supervisor will open and distribute mail with the OS. If the Front Desk Supervisor is not available to open mail, the OS will work with someone from any of the three groups to assist. This process typically takes 15 minutes to complete.

Receipting Procedures

Only authorized staff with training and access to the Department's receipting workflow application can receive and receipt payment. State financial controls prohibit staff in the Financial and Purchasing Section from receipting payments. For those authorized to receive and receipt payments the task shall be completed immediately upon receiving a payment. All received payments must be kept secure and confidential. Receipting should be finished by 3:30 p.m. each day to prepare the deposit by 4:00 p.m. The Front Desk Supervisor can train on receipting or deposit preparation when needed.