

ADMINISTRATOR'S MEMORANDUM

Miscellaneous No. 3
Supersedes Memo dated 12/10/19

To: State Office Staff

From: Gary Spackman, Director 

RE: State Office Front Desk Relief Coverage

Date: June 27, 2023

Due to changes in staff and organization structure of the Department, it is necessary to revise the Receptionist Relief Memorandum that describes the responsibilities and procedure for coverage of front desk reception duties at the State office. This memorandum replaces the December 10, 2019 Receptionist Relief Memorandum. Relief coverage of the front desk should be actively shared by all staff whose job description is in the clerical series for administrative functions of the Department, and to the extent possible, by the programs administered by the Department. Relief staff shall greet and assist customers cheerfully and courteously.

Currently, there is one full-time employee assigned to work at the front desk. When that employee is absent for any length of time due to sickness, vacation, or training, the staff assigned to cover the front desk are as follows:

The Administration Group:

This group consists of the Director's Administrative Assistant, the Administrative Assistant for Planning, and staff in the Fiscal and Purchasing support groups. The Director's Administrative Assistant is the front desk supervisor and will coordinate coverage with the Administration group. The Administration group will cover absences in the first two hours and the last two hours of each day.

The Water Management Group:

This group consists of Technical Records Specialists in Water Rights, Adjudication, and Compliance. The Water Management group will cover absences from 10 a.m. to 3 p.m. each day.

Scheduling for Relief Coverage:

When the front desk employee determines that he/she is unable to work because of an illness, the employee notifies the front desk supervisor before 7 a.m. The supervisor will send an email to all those assigned to cover during illness or absence. Those covering, or the front desk supervisor, will update the Front Desk calendar in Outlook.

When the employee wants to plan a vacation, the employee will notify the supervisor two or more weeks in advance. Once the leave is approved, the supervisor will notify relief staff of the days and/or times coverage is needed and will update the Front Desk calendar in Outlook.

When the front desk employee needs to be away from the desk for training or other work-related matters, the front desk supervisor will notify relief staff when coverage is needed, what the length of time for training will be, and those covering, or the front desk supervisor will update the Front Desk calendar in Outlook.

Relief Coverage for Lunch and Breaks:

Daily lunch breaks will be covered by a Technical Records Specialist from Water Rights as determined by the Water Right Section Manager. Lunch Breaks will occur at a set designated time. If the Technical Records Specialist from Water Rights is absent, other staff in the Water Management group will cover lunch.

The front desk supervisor and the Administrative Assistant to Planning will cover daily morning and afternoon breaks for the employee assigned to the front desk. If the front desk supervisor or the Administrative Assistant to Planning are not available to cover the daily AM and PM break, the front desk supervisor will arrange coverage with the Administration group.

Relief staff shall take their breaks before or after their coverage of the front desk. If a relief staff must take a break during coverage of the front desk, the relief person shall ask the front desk supervisor for assistance or members of their relief group.

Receipting Duties:

Only some relief staff have permission to the receipting application. Receipting is to be completed immediately upon receiving any money, and the funds must be kept secure and confidential. Receipting must 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 if needed.