



TELEPHONE USE

I. PURPOSE

To provide guidelines for responsible use of City telephones.

II. SCOPE

This policy applies to all City employees.

III. POLICY

The City's telephones are for conducting necessary City business. Long distance calls in any department may be made only by personnel authorized by the respective supervisor and may be made only for official City business.

Personal telephone calls by an employee are permitted on a limited basis; however, use to the point of interference with performance of job duties may result in corrective action. Employees are required to report and reimburse the City for any personal long distance calls made on City phones, including City cellular phones.

Voice Mail

The City's acquisition of a voice mail system is for improved customer service. Employees must use the system appropriately keeping in mind that effective communication via telephone is an integral part of establishing and maintaining quality customer service.