

# Reception Clerk General Responsibilities

C300-040 | Revision Date: 12/28/2018

## Overview

This policy guide outlines the protocol for the Reception Clerk when a member of the public enters the DCFS reception area or when a telephone call is received.

## TABLE OF CONTENTS

### [Policy](#)

#### [Reception](#)

### [Procedure](#)

#### [Visitors](#)

##### [Reception Clerk Responsibilities](#)

##### [Clerical Supervisor Responsibilities](#)

#### [Telephone Calls](#)

##### [Reception Clerk Responsibilities](#)

##### [Clerical Supervisor Responsibilities](#)

#### [Subpoenas and Summons](#)

##### [Reception Clerk Responsibilities](#)

#### [Receiving Deliveries](#)

##### [Reception Clerk Responsibilities](#)

##### [Clerical Supervisor Responsibilities](#)

#### [Booking Interview Rooms](#)

##### [Reception Clerk Responsibilities](#)

#### [Security Incidents](#)

##### [Reception Clerk Responsibilities](#)

##### [Clerical Supervisor Responsibilities](#)

#### [Lobby Documents](#)

##### [Reception Clerk Responsibilities](#)

##### [Clerical Supervisor Responsibilities](#)

#### [Other Clerical Duties](#)

##### [Reception Clerk Responsibilities](#)

### [Helpful Links](#)

#### [Attachments](#)

#### [Forms](#)

#### [Statutes](#)

## Version Summary

This Policy Guide was updated from the 07/26/01 version to clarify instructions and protocol for Reception Clerk duties. It incorporates instruction from Policy Guide C300-084, Answering the Telephone therefore cancelling that policy.

# POLICY

## Reception

The Reception Clerk provides the public cordiality and professionalism to ensure the positive and productive conduction of departmental business.

“Engagement” is an important core concept in providing DCFS services. Engagement involves:

- Relating with the child/youth, biological family, extended family, primary caregiver for the purpose of building a genuine, trusting and collaborative working relationship;
- Supporting DCFS in developing and maintaining a mutually beneficial trust-based and collaborative working relationship with the child and family that involves having unconditional positive regard and respect for diversity.
- Being receptive, dynamic, and willing to make adjustments in scheduling and meeting locations to accommodate family participation.
- Working with staff to accommodate clients where necessary, to increase family participation in planning and support efforts.
- Ways to “Engage”:
  - Listen with openness
  - Be respectful, honest and empathetic
  - “Honor Voice & Choice”

DCFS regional Offices do not accept Subpoenas and Summons of any kind. Subpoenas and Summons are to be served at DCFS Headquarters.

[Back to Top](#)

# PROCEDURE

## Visitors

### Reception Clerk Responsibilities

1. Keep the most updated office rosters on hand, including the Duty Roster for each Unit.
2. Greet visitors and ensure that the visitor enters the requested information in the [DCFS 6104, Reception Daily Service Activity Log](#).
  - a. Provide a temporary visitor's name tag listing the visitors name and date of visit.
3. Contact the designated staff and inform him or her of the client's arrival.
4. Initial and record time the staff was called in the DCFS 6104.

5. If the client has not been seen within 10 minutes of the first call, telephone the staff person again.
  - a. If the client has not been seen after another 10 minutes, telephone the staff person's immediate Supervisor/Manager.
    - i. If visitor has an appointment, contact designated staff (e.g. CSW, Duty Worker, SCSW).
  - b. Repeat every 10 minutes, if necessary, following the chain-of-command.
    - i. Request Clerical Supervisor's assistance if necessary.
  - c. Usage of Intercom to page the appropriate staff member according to offices procedure.
6. For offices that offer parking validation – follow the protocol established by the office.

### **Clerical Supervisor Responsibilities**

1. Retain the DCFS 6104 and all required documentation for a period of three (3) years.

[Back to Procedures](#)

## **Telephone Calls**

### **Reception Clerk Responsibilities**

1. Keep the most updated office rosters on hand, including the Duty Roster for each Unit.
2. When answering a telephone call, answer the phone by saying, {"Department of Children and Family Services, (state your first name), speaking."} When phone lines are very busy, ask the caller if you may put him/her on a brief hold. Wait for an affirmative response before putting the caller on-hold.
  - a. If the caller does not want to be put on a brief hold, inform the caller that there is a high volume of calls and s(he) the option to call back later.
  - b. Locate the requested staff person, by performing a search on CWS/CMS or Department of Children and Family Services Roster System (DRS) as necessary.
  - c. If able to locate the staff person, inform the caller of the staff person's correct phone number and offer to transfer the call; explain the caller if no answer there is the option to leave a voice mail.
    - i. If unable to locate the staff person regarding all urgent calls (e.g. Court, CPH, HQ, etc.) contact the Clerical Supervisor or designee.
  - d. Transfer the call.
    - i. If the call is answered, inform the staff person that, "I'm transferring a call from (First and Last Name, of caller)." When the staff person accepts the call, hang up the phone.

- ii. If Caller is unable to receive a person's respond and does not want to leave a voice mail, escalate the call via the chain of command

### **Clerical Supervisor Responsibilities**

1. When contacted by the receptionist regarding an urgent matter (e.g. Court, CPH, HQ, etc.) take immediate steps to locate the appropriate staff. [Back to Procedures](#)

## **Subpoenas and Summons**

### **Reception Clerk Responsibilities**

1. If Subpoenas or Summons are presented, advise the Server that all Subpoenas or Summons must be delivered to DCFS Headquarters and provide the [DCFS Subpoenas and Summons Information Sheet](#) to the Server.
  - Never touch or accept a Subpoena or Summons.
  - a. If Subpoenas or Summons are left in the reception lobby, contact the Clerical Administrator or designee. [Back to Procedures](#)

## **Receiving Deliveries**

This section only applies in offices where the Reception Clerk tasks include receiving deliveries.

### **Reception Clerk Responsibilities**

1. Receive packages from external carriers (UPS, USPS, etc.)
  - a. Follow all current [department procedures regarding suspicious mail or packages](#).
  - b. Maintain the [DCFS 6105, Reception Delivery/Receiving Log](#)
    - i. Notify designated staff of delivery
    - ii. Ensure receiving information on the DCFS 6105 is complete
  - c. If packages are not picked up by the end of the business day, place them in a secured and locked area.
  - d. On the following day inform the Clerical Supervisor or designee that there is a delivery that has not been picked up.

### **Clerical Supervisor Responsibilities**

1. Notify the designated staff to pick-up the delivery.
  - a. If the delivery is not picked-up within 24 hours notify the Clerical Administrator. [Back to Procedures](#)

## **Booking Interview Rooms**

### **Reception Clerk Responsibilities**

1. Book Interview Rooms (in offices where this task is designated to Reception Clerk)
  - a. Upon receipt of a request from a staff member to reserve an Interview Room take the following steps:
    - i. Review the Shared Calendar in Outlook for available dates/times
    - ii. Enter reservation information into calendar
      - Room number or name
      - Name of requestor
      - Time
      - Telephone number
    - iii. E-mail above information to the requestor using the Outlook Scheduler Feature.

[Back to Procedures](#)

## **Security Incidents**

### **Reception Clerk Responsibilities**

1. Provide a completed [DCFS 853, Affidavit](#) to accompany any [Security Incident Report \(SIR\)](#) when requested.

### **Clerical Supervisor Responsibilities**

1. Advise the Reception Clerk on how to respond appropriately to various negative or unusual situations with clients, including the role of the Security Guard.

[Back to Procedures](#)

## **Lobby Documents**

### **Reception Clerk Responsibilities**

1. Ensure the Client Civil Rights Resources Pamphlet is available for **all** clients.
  - Telephone number for translation for Foreign Clients (Interpreter Services for Health Services (424) 338-2185 and (818) 890-5723
  - Telecommunication Device for the Deaf (TDD)
  - American Sign Language (213) 745-2925 through Superior Court
  - Braille Folder

## **Clerical Supervisor Responsibilities**

1. Ensure that all documents placed in the DCFS lobby area have been approved by the Office Head or designee (e.g., RA, ARA).
2. Ensure that language specific Client Civil Rights Resources pamphlets are always available in the lobby.

[Back to Procedures](#)

## **Other Clerical Duties**

### **Reception Clerk Responsibilities**

1. Perform other Clerical duties assigned by the Clerical Supervisor.

[Back to Procedures](#)

---

## **HELPFUL LINKS**

---

### **Attachments**

[DCFS Subpoenas and Summons Information Sheet \(Spanish & English\)](#)  
[Suspicious Mail, Packages or Explosives Procedures](#)

### **Forms**

[LA Kids](#)  
[DCFS 853](#), Affidavit  
[DCFS 6104](#), Reception Daily Service Activity Log  
[DCFS 6105](#), Reception Delivery/Receiving Log  
[Security Incident Report](#)

### **Statutes**

[Los Angeles County Fiscal Manual](#) Sections regarding record retention: 1.3.3.3, Controls Over Departmental Receipts; 5.2.3, General Controls; 11.2.7, Preparation, Submission, and Record Retention Requirements.

[Back to Top](#)