

NORTH BERRIEN FIRE RESCUE DEPARTMENT

Category: General Operations

Issued: 2010, 01 Updated:

Title: Answering Telephones

OPERATIONAL POLICIES

Policy: 8-526

Issued By: F/C Spiegel

PURPOSE

To provide a consistent and courteous presence when answering the telephone.

GUIDELINE

Provide a standard approach to using the telephone system in order to provide good customer service to people who are calling to talk to North Berrien Fire Rescue Department members, requesting service or are looking for information. When answering phone calls, members are expected to announce “**North Berrien Fire Rescue**” and their name (first or last name and/or rank) in a courteous tone.

Station telephones The fire station telephones are provided with an answering service to ensure 24 / 7 coverage. A third party contractor answers the station telephones after the third ring.

Coloma Station	269-468-4412
Hagar Station	269-849-1889

The three ring delayed transfer provides an opportunity for members to respond to telephone calls when stations are staffed. Calls that are able to be directed to the person at that time should be handed off in a professional and courteous manner. Calls for people who are not available should be handled with an offer to take a message. The member should then be notified via their cell phone or Nextel so a response may be made in a timely manner. If a member is not able to be contacted then a written message should be provided and placed on the station bulletin board.

Third Party Answering Service: When calls are received by a third party contractor the telephone should be answered as, “**North Berrien Fire Rescue Department, may I help you?**” Caller information including their Name, Company or Address, Contact Number, and message / concern and the caller advised that the message will be passed on. Telephone messages should be disseminated in the following manner.

Calls for emergency services should be directed to the Berrien County 911 service.

Urgent calls that require an immediate response should be directed to the Fire Chief’s Nextel at: D/C 130*112*78 with a back up of 269-208-0156 and a third number of 847-848-4988. In the event of no response the call should be directed to the Assistant Chief at D/C 130*112*36835 with a back up of 269-468-5267 and cell phone of 269-208-5213.

General Calls without a contact person should be directed to the Fire Chief via e-mail at JSPIEGEL@nbfr.org.

Calls that are directed to specific Firefighters and Officers should be directed to their contact number provided. If a contact is unable to be made then refer to the General Calls section of this policy.