



Human Resource Services POLICY RESOURCES

207 Old Main, One John Marshall Drive, Huntington, West Virginia 25755, Phone 304.696.6455
FAX 304.696.6844, E-mail human-resources@marshall.edu, Web <http://www.marshall.edu/human-resources/>

Applies to:	Marshall University
Title:	Customer Service Coverage
Number:	MU-HR-45
Effective Date:	03/01/08
Last Revision Date:	

It is the policy of Marshall University to ensure that offices that receive visits, e-mails, or phone calls from clients or customers remain open until 5:00 p.m. on weekdays when the institution is otherwise open (i.e. excluding holidays or other required closings). The term "clients and customers" includes but is not limited to students, parents and spouses of students, tuition payers, employees, prospective employees, representatives of external organizations, and other stakeholders of the office in question.

Not all offices are subject to this requirement. It is only those that have the potential for contact from clients or customers as set forth above which might take place between 4:30 p.m. and 5:00 p.m. In rare circumstances an office required to stay open until 5:00 p.m. may be excused from the provisions of this policy if office has very limited staffing (i.e.-only one or two persons) and if meeting this requirement would impose an undue hardship on the employee(s) involved. The President or his/her designee will resolve any issues related to whether or not an office is subject to this requirement or potentially excusing an office from this requirement.

A minimum of one individual will staff the office in question until 5:00 p.m. Since the standard work day for Marshall University is 8:00 a.m. to 4:30 p.m., provision of staffing for the time period from 4:30 p.m. until 5:00 p.m. may require adjustment of individual work schedules. Offices subject to this policy may satisfy this requirement either through rotation of this duty among eligible staff with the affected employee reporting by 8:30 a.m. on days he/she is assigned to stay until 5:00 p.m. Alternatively an individual may volunteer for a permanently modified work schedule and work routinely from 8:30 a.m. until 5:00 p.m.

The purpose of this policy is to ensure excellent customer service. Higher education has become highly competitive. It is important, therefore, that Marshall University provide excellent customer service by ensuring that clients and customers can contact the University up until 5:00 p.m. on weekdays that the institution is open and thus be assured of timely assistance.

Any questions on this policy should be directed to the chief human resources officer.

IF YOU ARE VIEWING THIS POLICY ON THE WEB, PLEASE CLICK THE "BACK" BUTTON ON THE WEB BROWSER AS DESIRED TO NAVIGATE TO THE POLICY TOP PAGE. IF VIEWING THIS POLICY ON PAPER, THE POLICY TOP PAGE CAN BE VIEWED ON THE WEB AT <http://www.marshall.edu/human-resources/poly/>. THIS POLICY IS COPYRIGHTED BY MARSHALL UNIVERSITY. FOR ANY QUESTIONS ON THIS POLICY, PLEASE CONTACT HUMAN RESOURCE SERVICES AT THE ADDRESS AT THE TOP OF THIS POLICY.