



Customer Service Handbook



WELCOME TO OSSE SCORECARD-GRADE DC

TELEPHONE CUSTOMER SERVICE STANDARDS

In order to ensure that OSSE is providing the highest level of customer service to each caller, the following standards for telephone-based customer service have been implemented.

Telephone Calls (Incoming)

Answer calls within three rings, and say the following:

- A. Good morning/afternoon Office of the State Superintendent of Education
- B. This is **Your Name**, How may I assist you?
- C. May I put you on hold? (Always check back with caller after 30 seconds)
- D. May I help you with anything else?
- E. Thank you for calling.

Telephone Calls (Transfer & Hold)

- A. Provide reference information to the caller first before transferring the call.
- B. Minimize the number of times a caller is transferred. The goal is one transfer per constituent, and the transfer should be to another person, not voicemail.
- C. Announce the caller to transferee before transferring the call.
- D. If a call is mistakenly transferred to you, take down the caller's information and have the appropriate individual return the telephone call. **DO NOT TRANSFER AGAIN.**
- E. Give customers options (i.e., hold, call back, leave a message, or try another number).
- F. Ask if the caller would like to hold and wait for a response of yes or no.
- G. Check back with the customer frequently, when the customer is on hold.

EMAIL SIGNATURE REQUIREMENTS

Creating an Email Signature

- A. Start at the main Microsoft Outlook window
- B. Slick on the File Tab
- C. Select **Options**
- D. Select **Mail**
- E. Select **Signatures**
- F. Select **New**
- G. In the “**Enter a name for your new signature**” box, enter your name
- H. Click **OK**
- I. Click **Font** button
- J. Choose either: **Arial, Bookman Old Style, Calibri, or Times New Roman**
- K. Select Font **size 10**
- L. Select **Black**
- M. Click **OK**

In the “**Signature**” text box fill in the required information as listed below:

Your Name

Your Title

Your Division

Office of the State Superintendent of Education (OSSE)

Government of the District of Columbia

Your Office Address

Your Office Phone Number

Your Cell Number (if applicable)

Your Fax Number

Your Email Address

www.osse.dc.gov

N. Click “**OK**” after editing the new signature.

Reply Signature

Your Name

Your Title

Your Office Phone Number

Your Email Address

(This signature usually displays in blue)

Once completed, Click **OK**

VOICEMAIL REQUIREMENTS FOR DESK PHONES & PDA'S

All voice mailboxes shall be set up with the **standard greeting** and ready to accept voice messages. An employee's voice mailbox should never remain full and unable to accept new messages.

Voice Mail Set Up for Desk Phone

- A. Press the message button on your phone
- B. Enter your temporary pass code 1000
- C. Select **option #4** (personal configuration)
- D. Select **option #1** (greetings)
- E. Press **#1** (record personal greeting) or Press **#2** (record extended absence greeting)
- F. Follow prompts...
- G. Use one of the voice mail scripts below

***NOTE:** For PDA's, please refer to your owner's manual for instructions on how to set up your voice mail.*

Voice Mail Script Option 1 (Standard Greeting)

Hello, you have reached the voice mail of **Your Name, Your Title** with the **Office of State Superintendent of Education (OSSE)**.

I regret that I am unable to take your call. Please leave a brief message and I will respond to your call within 24 hours or the next business day.

If you require immediate assistance, please dial **Referral Number** to reach **Referral Name**. For general information, please call **Main Number at Your Location** and someone will be glad to assist you. Thank you for calling.

Or

If you need to reach me right away, you may call my cell phone at _____. Thank you for calling.

Voice Mail Script Option 2 (Absence Greeting)

Every employee who will be out of the office for more than one business day shall record an **absence greeting**. Your **absence greeting** should state the expected date of return and the name of the employee who can answer questions in your absence.

Hello, you have reached the voice mail for **Your Name, Your Title** with the **Office of State Superintendent of Education (OSSE)**.

I regret that I am unable to take your call right now. I will be out of the office beginning **Day/Date** and **Returning on Day/ Date**. Please call **Referral Name** at **Referral Number** for immediate assistance or leave a brief message and I will respond to your call within 24 hours of returning to the office. Thank you for calling.

FAQ's (Frequently Asked Questions) – 4th Floor

1. Who do I talk to regarding a child care voucher?

**The Department of Human Services, 4001 S. Capitol St., SW -1st Floor,
202 727-0284.**

2. How do I start a day care center?

You have to attend a licensing orientation session at the Office of the State Superintendent of Education. You may send an email with your name, telephone number and email address, if applicable, to ossedel.licensing@dc.gov or call 202 727-1839, to register.

3. How do I find a licensed day care center?

You may go to www.mychildcaredc.com, to reach DC Child Care Connections. Click on search for Licensed Child Care. Enter information specific to your child care needs, and you will get a list of licensed day care centers that meet your criteria. If you do not have access to a computer, you may call 202 862-1111 and select option 1 for information.

4. Who do I talk to regarding a family member taking care of my child instead of taking them to a day care center?

You may contact Erica Anderson, 202 727-8149, in reference to relative care.

5. I am a day care provider. Who do I speak to about not receiving my service provider check?

You may contact, Mildred Almonte, 202 481-3855, Eva Guzman, 202 724-7655, Leketa White, 202 481-3862 or Anetria Smart, 202 481-3857 in Accounts Payable.

6. Who do I contact about the summer food program?

You may contact, Elizabeth Sweeting, Wellness and Nutrition Department, 202 724-7628.

Frequently Asked Questions – 5 & 9th Floor

(Quality Assurance Teacher Questions)

1. Who is the State Superintendent of Education?

Jesus Aguirre

2. Where is your main office located?

810 First Street NE 9th Floor

3. What are your office hours?

Our office hours are from 8:30am – 5pm Monday through Friday

4. What is the closest metro station to your office?

Union Station metro on the redline

5. Do you have a website with information about your agency?

Yes, www.osse.dc.gov

6. Where can I go for help with the DC One App?

810 First Street NE 3rd Floor

7. Where is the teacher recertification located?

810 First Street NE 8th Floor

8. Do you offer free CDA (Child Development Associate) training courses?

You may contact, Mr. Walter Lundy, 202 442-4780, to check on any available grants for CDA training.

PeopleSoft Help Desk	(202) 727 – 8700
DC CAS	Margaret Barco (202) 654-6100
Transcripts for Closed College/Post Secondary School	Dorothy Thomas (202) 724 – 2065
Opening up a Post Secondary School Post secondary school-License renewal	Alesia Henry (202) 724 – 1379
Transcripts for Closed High Schools (DCPS) Hamilton Building 1401 Brentwood Pkwy, NE Washington, DC 20002	Nichelle Johnson (202) 576 – 7756
Transcripts for Closed Universities, Trade and Professional Schools	Sheranda Vaughan (202) 442 – 4012
GED Testing/Records 441 4th Street, NW, Suite 370 North Washington, DC 20001	(202) 274 – 7173
Child Care Complaints & Licensing/Complaints Hotline	(202) 727 – 2993
Child Care Licensing – Valerie Ware	(202) 442 – 4733
Vouchers for Child Care Services (DHS) 4001 South Capitol St., SW 1 st floor Washington, DC 20032	(202) 727 – 0284
DCHR Benefits 441 4th Street, NW, Suite 340 North Washington, DC 20001	(202) 442 – 9700
School Bus Complaint	(202) 576 – 6228
Parent Call Center	(202) 576 – 5000
Customer Service Manager – Lisa Davis	(202) 576 – 5209
Home School – Stephanie Thomas	(202) 654 – 6122
DCPS Human Resources	(202) 442 – 4090
DCPS Complaints	(202) 442 – 5885
Office of the Youth Engagement – Student issues i.e. fighting, suspension, expulsion, student intervention and truancy.	(202) 442 – 5099
DCTAG/HEFS/Postsecondary & Career Ed.-3rd Floor	(202) 727 – 2824
Teacher, Principal, Substitute, Counselor Certification	Main # (202) 741 – 6412
Educator Licensure and Accreditation – 5th Floor	Anthony Graham (202) 741 – 8567 Marcus Gardner (202) 741 – 5900 Stacy Hardman (202) 741 – 8848 Dorothy Beal (202) 741 – 8569 (Praxis Materials)
Special Education (OSSE)	(202) 741 – 0273
Special Education (DCPS)	(202) 442 – 4800
TTA – Training & Technical Assistance Nate Dearden Ashley Zielinski	(202) 741 – 0267 (202) 724 – 7878

Customer Service Team

Customer service representatives are the first point of contact for OSSE. They are located on the 2nd, 3rd, 4th, 5th, 8th and 9th floors. They wear a white button down short sleeve OSSE shirt, a navy or red OSSE blazer and any color slacks or skirt. They can wear their OSSE red polo shirt on Fridays.

Customer Service Team Lead is Trinika Snowden (Nikki)

Direct (202) 727-8135 Cell (202)316-8229 trinika.snowden@dc.gov

2nd Floor-Student Hearing Office (SHO), Post Secondary, Career Technical Education

Tawanda Owens-Customer Service Representative

(202) 481-3458

Tawanda.owens@dc.gov

3rd Floor-DC Tuition Assistance Grants (DCTAG), Higher Education Financial Services (HEFS), Information Technology (IT)

Lizette Brown-Customer Service Representative

(202) 727-2824

Lizette.brown@dc.gov

4th Floor-Wellness & Nutrition, Division of Early Learning (DEL), State Wide Athletics, Office of the Chief Financial Officer (OCFO)

Beverly Hairston- Customer Service Representative

(202) 727-1839

Beverly.hairston@dc.gov

5th Floor-Division of Student Transportation/Specialized Education

Gloria Lewis- Customer Service Representative

(202) 741-6412

Gloria.lewis@dc.gov

8th Floor-Human Resources, Operations, Elementary/Secondary Education (ELSEC), Teacher Credentialing

Loren Stevens- Customer Service Representative

(202) 724-2153

Loren.stevens@dc.gov

9th Floor-State Superintendent, Chief of Staff, Chief Operating Officer, Data, Operations, Eligibility & Subsidy, Procurement, Facilities, Grants & Compliance

Francine Redwood- Customer Service Representative

(202) 727-6436

Francine.redwood@dc.gov