

1.2.1 Grants Management Customer Service Guidelines

Effective communication is at the heart of customer service. In all interactions with both internal and external customers, Grants Management Analysts shall convey a clear message that they are genuinely interested in working in partnership with the customer to achieve mutually beneficial outcomes.

Grants Management Analysts should be familiar with resources such as established lists of Frequently Asked Questions (FAQs), directories of contacts, grant related websites, state policies and regulations, and the GFR website. Grant staff should keep up with policy changes, organizational issues, budgets, and other announcements. Grants management analysts should also develop familiarity with other offices' activities to allow greater coordination when scheduling site visits, and to help customers take advantage of all available State of Arizona services and programs.

Grants Management Analysts should be prepared to answer questions received from grantors and initiate contact with grant recipients to provide administrative and technical assistance. These interactions should be documented in the official grant file, eCivis and/or other systems as appropriate. Grants Management Analysts should adhere to the following guidelines:

- Respond to internal and external inquiries within one business day of receiving a request. If a grants Management Analysts is not able to obtain the necessary information for a complete response within this timeframe, he or she should let the customer know they are seeking an answer;
- Arrange for a backup. If a Grants Management Analyst is unavailable for more than one business day because of travel, vacation, or illness, arrangements are made for backup coverage;
- Make every effort to obtain correct information and to communicate the response in a prompt and clear manner;
- Document customer inquiries, responses provided, and the interval between the customer inquiry and the resolution of the question; and
- Use telephone, VPN remote access, out-of-office e-mails, or e-mail forwarding features to manage inquiries when out of the office.

Inquiries from Congressional or Legislative personnel should be coordinated with the Agency Director and/or Intergovernmental Staff. Inquiries from media personnel should be coordinated with Agency Public Information Officer or designee and in his or her absence be sent to the Governor's Director, Communications. Inquiries regarding state appropriations should be sent to the OSPB Budget Analyst. Inquiries concerning the financial aspects of grants, if beyond the capacity of the Grants Management Analysts, should be referred to the Agency Accounting Office.

If a policy or practice has been established that addresses a particular issue, Grants Management Analysts employ the policy or practice consistently. Failure to do so contributes to a variety of problems

that impact customer service, including processing delays, errors, and misinformation, as well as confusion and frustration on the part of grant applicants and recipients.