Notes

1. If there is a requirement to work overtime, either during working days or weekends, you will be required to cover overtime wages.

2. SXD Bureau policy on telephone number portability within DFAIT Headquarters http://sxtvweb/hqtel-e.htm and click on policies button.

    a. The Voice Services and Switching Section (SXTV) routinely receives requests for telephone moves from Headquarters staff who are relocating to a new position within their own division or to another division. They are generally accompanied by a request that their telephone number remain the same. While maintaining the same number is convenient for the employee, it does not serve clients well inside or outside the Department. For example, according to the Enquiries Service, clients of the Department are more often asking to be connected with a particular job function or title, rather than an individual.

    b. In a Department where so many people move each year, the hardcopy of the Headquarters Directory becomes outdated very quickly. This would not be as great a concern if telephone numbers remained with job functions. Clients generally wish to speak to someone who performs a specific job function rather than to a specific employee, i.e. they want to speak to the Staff Relations Officer rather than to John Smith. If the employee in a specific position has been replaced, their replacement will be able to provide the caller with the a useful tool.

    c. If an employee takes the telephone number with him, the client who calls for one thing, e.g. Staff Relations, might be answered by John Smith, Latin America Trade Division. Mr. Smith may or may not know who his successor is. It is frustrating for the client who has to wait while the information is found and the call transferred. Or worse, if the caller gets John Smith's voice mail, he will have no recourse to a call transfer.

    d. If a caller has a specific name to contact within the Department, there are several other avenues available to contact that person. For example, the Addresses lists in IconDesk and the Profiles applications; clients outside the Department can use the GEDS directory service or the DFAIT Dial-By-Name service.

    e. In order to best serve the public and employees within the Department, SXD has decided to place an embargo on the relocation of directory numbers for staff reassignment.

    f. This policy applies to all Headquarters personnel.