



**City of Winchester
Fire & Rescue Department
STANDARD OPERATING PROCEDURE**



Section:	Administration	SOP:	1.6
Subject:	Office Mail Routing	Executed:	April 19, 2016
		Revised:	October 10, 2016
Approved:			
 Allen W. Baldwin, Fire Chief			

PURPOSE

To establish a mail routing procedure for all types of information received in the office.

PROCEDURE

All mail received in the Winchester Fire and Rescue Department (WFRD) office, whether internal or external, shall be processed and routed to the appropriate recipient as follows:

External Mail:

1. All external mail coming into the office shall be handled by the **part-time** Administrative Assistant as the primary recipient and then the Chief's Administrative Assistant **and Billing Manager** as a backup. In the absence of both Assistants, the Fire Chief will designate someone to complete this task. NO mail should be handled by others until processed and delivered to the appropriate recipient.
2. Each piece of mail (excluding trade magazines) shall be un-opened and date stamped on the front of each piece and then delivered to the appropriate office personnel.

Internal Mail:

1. Under normal circumstances, the Battalion Officer or assigned designee should deliver all station mail to the office not later than 0900 hours each morning.
2. All internal mail coming into the office shall be handled by the front office Administrative Assistant as the primary recipient and then the Chief's Administrative Assistant as the backup. In the absence of both Assistants, the Fire Chief will designate someone to complete this task. NO mail should be handled by others until processed and delivered to the appropriate recipient.

Distribution Types:

- Training Information (Training Officer)
- Vehicle and Injury reports (Safety Officer)
- Physicals (Safety Officer)
- Tier II Reports (Front Office Administrative Assistant)
- Uniform/PPE Requests (Resource Specialist)
- Month End Folders (Deputy Chief of Operations)
- Incident Information (Billing Manager)
- Fire Protection Permit Applications (Fire Marshal)