

Presentation 12/5/06

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County of El Dorado Customer Service Program

RECEIVED
BOARD OF SUPERVISORS
EL DORADO COUNTY



Tool Kit 2006

Customer Service Task Team

- Formed in Summer 2005
- Addresses two BOS Goals
 - Develop Countywide reputation for providing excellent customer service to all external and internal customers
 - Develop opportunities to invest in and maintain highly skilled and responsive workforce so that El Dorado County government becomes workplace of choice

Customer Service Task Team

- Developed base customer service statement
- Developed *Customer Service Plan Tool Kit*
- Working with department liaisons to implement customer service improvement plans

El Dorado County's Mission Statement

“What is the purpose of the El Dorado County organization?”

El Dorado County government will provide efficient, courteous, and effective services and infrastructure for the safety, protection, and well-being of our residents, businesses, and visitors.

Adopted 11/07/2006

El Dorado County's Customer Service Statement

“What should all customers (internal and external) expect from us?”

All customers will receive quality service and accurate information in a courteous, professional, and timely manner.

Adopted 11/7/06

What is good customer service?

- **Knowing your customer's expectations**
 - Meet service expectations every time
 - Exceed expectations when appropriate
- **Putting service above self interest**
- **Providing alternatives and referrals**
 - Client cannot receive requested service or product
- **Recommending changes while complying with existing policies and procedures**

Benefits of Customer Service Focus

- Improved staff morale
- Satisfied customers
- Streamlined processes reduce frustration for both our staff and customers.
- Budget savings

Ensuring Success

- BOS/CAO Support
 - Statement of annual goals
 - Adoption of vision, mission, and customer service statements
- Clear Vision and Mission
 - Provides common focus
 - Provides direction for problem-solving

5 Steps Toward Better Service

Developing the Vision, Mission and Customer Service Statements

Assessing Your Service Delivery

Implementing Customer Service With an Action Plan

Establishing a Training Program: Building Customer Service Skills

Institutionalizing a Customer Oriented Culture

Customer Service Improvement Program

- Program designed to insure a high level of service to all County customers
 - Establish goals of customer service excellence as guide for employees in day-to-day interactions
 - Offer assistance, training, other services to departments to provide conscientious customer service

Tool Kit Document

- “Work-in-Progress”
 - Adapt to specific needs
 - Revise to optimize customer relations efforts
- Recognize changing customer needs and expectations
- Requires ongoing analysis and evaluation
 - reduced funding
 - doing "more with less"

Employee Expectation Standards

EMPLOYEE EXPECTATION STANDARDS

1. ATTENDANCE

Appear for work on time each day except for paid leave, excused absence, injury or illness. Calls appropriate supervisor in advance of scheduled starting time. In the event the supervisor is unavailable, the employee should advise management.

2. PUNCTUALITY

Employee arrives at work in time to be at workstation at the beginning of the shift and works until lunch, with exception of morning break time. Returns from lunch and is at workstation on time, working until closing time, with exception of afternoon break time. Employee does not work before or after their scheduled work hours without advance approval of a supervisor.

3. COMPLIANCE WITH RULES AND REGULATIONS

- Complies with rules and regulations of the department and County, as directed.
- Observes chain of command.
- Observes confidentiality requirements.
- Keeps up to date on procedural changes.

4. COOPERATION

- Is a team member.
- Is willing to help others when needed, at supervisor's request.
- Informs supervisor when assignments are complete so unit needs can be assessed.
- Volunteers for special projects, when their assignments are complete.

5. ACCEPTANCE OF NEW IDEAS AND PROCEDURES

- Remains flexible. Accepts new ideas without complaining.
- Asks thoughtful questions and demonstrates positive acceptance of new ideas and procedures.
- Provides constructive criticism through normal channels when presented with new ideas or regulation changes.

6. APPLICATION OF EFFORT

- Gives business-like attention to assigned task.
- Shows a consistent amount of work produced in accordance with department standards.
- Makes a sincere effort to do work efficiently, with a minimum of error.
- Meets established deadlines.
- Uses available resource materials.

7. QUALITY OF JUDGMENT

- Recognizes priorities and limitations.
- Uses common sense and tact in dealing with peer group, professional staff, and the public.
- Anticipates future problems and takes preventive action.
- Uses proper implementation of appropriate procedures.
- Requests advice and interpretation when needed from supervisor, lead person, or manager.
- Must alert supervisor to problems.
- Adheres to departmental policy/procedure, except in emergency situations with consent of lead worker, supervisor, or manager.

8. PUBLIC AND EMPLOYEE RELATIONS

- Demonstrates professional, friendly, business-like attitude with public and other agencies/departments.
- Works well with peers, supervisors, subordinates, and professional staff. Is a good "team" member.
- Is courteous and does not disturb other workers.
- Is patient with coworkers and the public.

9. VOLUME OF WORK PRODUCED/QUALITY OF WORK

- Handles assigned workload in a responsible and timely manner without outside help in accordance with established standards.
- Maintains accuracy of work, even with fluctuating workloads.
- Produces professional work products.

10. PERFORMANCE IN NEW WORK SITUATIONS

- Remains flexible and able to adjust to changing situations, i.e., changes in supervisors, regulations, procedures, an reassignment within office, in event of operational need.
- Follows directions.
- Adjusts work priorities to meet new requirements.
- Accepts change with constructive attitude.
- Seeks supervisor's guidance in an appropriate manner. Keeps supervisor informed of areas of difficulty and training needs.

Code of Ethics

- In the performance of your governmental duties, be sensitive to circumstances that could be misconstrued as a special favor, something to be gained personally, acceptance of a favor or as an influence in the outcome of your duties.
- Be cognizant that private promises of any kind may conflict with one's public duty and responsibilities.
- Always perform your governmental duties conscientiously.
- Always act responsibly with confidential information received in the performance of your governmental duties.
- Outside activities should be compatible with the objective performance of your duties or delivery of government service.
- Treat all individuals encountered in the performance of your duties in a respectful, courteous and professional manner.
- Promote only decisions that benefit the public interest.
- Conduct and perform job duties diligently and promptly.
- Faithfully comply with all laws and regulations applicable to the county and impartially apply them to everyone.
- Promote the public interest through a responsive application of public duties.
- Demonstrate the highest standards of personal integrity, truthfulness and honesty in all public activities.
- Uphold these principles being ever conscious that public office is a public trust.

Questions and Comments