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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 <u>efficient, courteous, and effective</u> 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?

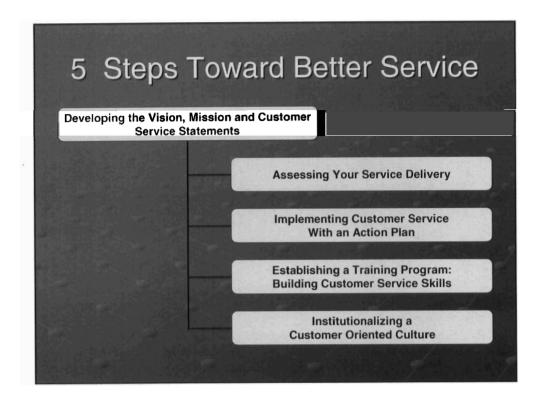
- Knowing your customer's expectations
  - Meet service expectations every time
  - Exceed expectations when appropriate
- Putting service above self interest
- Providing alternatives and referrals
  - Client cannot receive requested service or product
- Recommending changes while complying with existing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



## 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-today 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**

### 1. ATTENDANCE

#### 2. PUNCTUALITY

Employee arrives at work in time to be at workstation at the beginning of the snift and works until sunch, with exception of morning break time. Returns from funch and is at workstation or time, working until closing time, with exception of alternoon break time. Employee does not work before or after their scheduled work hours without advance approved of a supervision.

### 3. COMPLIANCE WITH RULES AND REGULATIONS

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

- 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 thoughtal questions and demonstrates positive acceptance of new ideas and procedure. Provides constructive criticism through normal channels when presented with new ideas or regulation changes.

#### 6. APPLICATION OF EFFORT

- Over business-like attension to assigned task. Shows a consistent amount of work produced in accordance with department Makers a sincer effort to do work efficiently, with a minimum of error. Makers actabilities discussions.

#### 7. QUALITY OF JUDGMENT

### PUBLIC AND EMPLOYEE RELATIONS

- Demonstrates professional, Heinridy, business-like attitude with puritic and other agencie-objectments, supportients, subordinates, and professional staff. Is a pool fearn member, business and does not disable other workers, is courtisous and does not disable other workers, is patient with workers and the public.

- Handles assigned workload in a responsible and timely manner without outside help in accordance with established standards.
   Mainstans accuracy of work, even with fluctualing 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 read.

  Adjusts such priorities to meet new requirements of Adjusts such priorities to meet new requirements. Adopted such processor Adjusts such priorities to meet new requirements. Seeks supervisor's guidance in an appropriate manner. Kéeps supervisor informed of lease 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