

APPENDIX I

Standards of Service

Our Vision

We model strategic leadership, excellence in service, transparency, cooperation, and integrity so that we may best serve and support management and line workers as they empower clients to change their lives and enrich our community.

Our Mission

We recognize that our dedicated staff works to empower clients to change their lives and enrich our community every day. We hold ourselves accountable for partnering with stakeholders to develop processes that assist our talent in achieving our mission.

We provide leadership in attracting, developing, recognizing, and retaining a diverse workforce within a supportive environment. Particular emphasis is placed on providing outstanding customer service, enhancing employee engagement and collaborative labor relations, leading an outstanding talent management initiative, and implementing technology solutions to streamline and improve the delivery of services.

Standards of Service

We are committed to the delivery of excellent customer service. We will deliver service in a prompt, professional, and courteous manner as defined by our pledge.

Our Pledge: Promote a welcoming, supportive environment that empowers clients and colleagues through superior service, outreach, and support.

Service: We pledge to maintain a professional and courteous attitude at all times. Deliver seamless service across divisions and agencies. Know our duties and our unit's services. Be responsive to all requests. Provide accurate information. Follow-up and follow through. Take pride in the service we provide. Exceed expectations.

Outreach: We pledge to exemplify our mission, vision, and core values. Demonstrate service leadership. Get involve, get to know others, and cultivate relationships with colleagues. Develop collaborative solutions. Embrace our diversity and treat others with respect. Inspire, recognize, and celebrate service excellence department-wide. Make a positive difference.

Support: We pledge to take the initiative to resolve issues. Take ownership of challenges. Foster creativity and innovation. Be flexible and willing to help others. Develop our talents and empower others to do so. Encourage decision-making at all levels. Be mindful of timing when scheduling deadlines and events. Be team players.

Confidentiality and Communication: We will steadfastly maintain confidentiality, promote clear communication channels, and seek professional development opportunities to leverage our knowledge and expertise across all functional areas. In modeling service excellence, we pledge to respond to inquiries within two business days.