

Clerk's Office Customer Service Standards

Customer service is everyone's responsibility, not just those who staff the front counters. Every time we interact with an individual, answer the telephone, send an e-mail, write a letter, or attend a meeting, we are making an impression on our customers – whether they are residents, visitors, people working in Salt Lake County, people working with our staff on a project, or even Clerk's Office employees. These customer service standards were created for employees to follow to ensure that the quality of service to all of our customers meets or exceeds their expectations.

Guiding Principles

The customer service standards are consistent throughout the Clerk's divisions and with the county's values and our overall office mission:

"The Salt Lake County Clerk's Office is dedicated to providing professional, courteous, efficient and effective service with integrity. We work together to serve our customers, our peers and ourselves by treating others with honesty and respect. We care for each other and employ the highest level of professionalism in pursuit of excellence."

Standards Covering All Customer Interactions

"Customers have a right to expect..."

- Courtesy, respect, honesty, integrity, and professionalism.
- That the staff person will listen to their request/question, ask for clarification if necessary, and provide complete, knowledgeable and accurate information.
- We go the extra mile to ensure that the customer's needs are met and we understand the many services Salt Lake County provides and apply the 'No Wrong Door to County Government' approach.

Clerk's Office Customer Service Standards

Telephone/ Voicemail

"Customers have a right to expect that..."

- Telephones will be answered promptly (within three rings) whenever possible.
- Calls will be answered in a courteous manner (with a smile).
- A person will answer the main number during business hours.
- Staff will: listen and understand the nature of requests before transferring a call; inform callers to whom they are being transferred; and provide callers with the telephone number and division of the person to whom they are being transferred.
- Callers will receive acknowledgements of their voicemail messages within 24 hours on regular business days.
- Outgoing voicemail messages will be kept current.
- Voicemail messages provide at least one optional telephone number to call.
- If a caller is on hold for an extended period of time, periodic updates will be provided.
- All incoming telephone calls from external sources will be answered with a consistent greeting such as "County Clerk [division] division, this is [name], how may I help you?"

- Staff will leave their name, division, telephone number and time available if necessary when leaving a message.

Meetings and Open Houses

“Customers have a right to expect that...”

- They will be given reasonable advance notice of meetings.
- Meeting notifications contain accurate information (date, time, place, point of contact, telephone number, and directions).
- They will be informed of schedule changes or cancellations prior to the meeting.
- Agendas will be available and distributed in advance of meetings.
- Meetings will start on time and end on time.
- Meetings will be organized, run efficiently (proper equipment and handouts), and conducted in a professional manner.
- Meeting notices will be removed after a meeting has completed.
- Meeting notes with recaps and action items will be provided within a timely manner.

Money/Currency Exchange

“Customers have a right to expect...”

- Accurate financial transactions.
- A receipt or verification of all financial transactions.

Written Correspondence

(Includes letters, memoranda, e-mails and faxes)

“Customers have a right to expect...”

- Written correspondence formatted to Division standards.
- Information regarding their inquiries is complete, accurate and precise.
- A timely response to their request or an interim communication explaining the delay. A timely response for e-mail is within 24 hours on a regular business day, and for letters is within five business days.
- All e-mails to contain a signature block including: the staff person’s name, division and telephone number.
- All e-mails should contain a salutation.

In Person

“Customers have a right to expect...”

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the staff person knows they are there, especially if the staff person is on the telephone or with another customer.
- That each main counter will be staffed during business hours or, if staff is unavailable, will have signage referring them to the appropriate division.
- That they will be acknowledged (thanked, congratulated, have a good trip, etc.) for their business.