

Salt Lake County Engineering/Flood Control

Philosophy

SLCo Engineering and Flood Control will strive to provide quality customer service. Our organization will provide knowledgeable, friendly customer relations ensuring the service delivered is our top priority by following the County core values, “striving for excellence, serving with integrity, value and respecting people, and caring about each other.”

To provide Nationwide Customer Service Engineering/Flood Control will:

Phone Calls

- Answer phone calls with a live person during normal business hours within 3 rings.
- Answer phone calls in a professional, courteous manner.
- All requests and concerns will be answered and responded to in a timely manner (within 24 hours). This will include response time to voicemails. Follow up information be provided at the return of the call.
- Voicemail messages will give at least one alternate phone number to call, or refer calls to dial “0” to reach the front desk.
- Employees will have a firm understanding of the division’s functions through proper training and resources so that they may best meet the customer’s telephone inquiry needs.

Written Correspondence

- All written correspondence shall be clear and concise.
- Letters shall be printed on County letterhead and have the appropriate name and title as closing.
- All emails shall receive a response within 24 hours on regular business days.

CurrencyExchange/Payments

- Customers may pay for permits via cash or check.
- A receipt will be provided when a payment is made in person.
- When contacting a customer regarding billing, all correspondence will be done with courtesy and professionalism.

In Person

- All customers shall receive a courteous, timely greeting when they enter our office.
- If a phone call comes in while you are helping a customer, excuse yourself to answer the call, ask if they would prefer to hold or have their call returned, then continue to help the customer who is in the office.

In Person Contacts with Field Personnel

- When approached by a customer while doing field work, employees shall be courteous and attempt to assist the customer and answer questions, if it pertains to the employee's duties or scope of knowledge.
- If the employee is unable to assist the customer or answer questions, they will refer the customer to the proper telephone number for contacting a supervisor who can answer the question.