

SERVICE-ORIENTED: We deliver exceptional service to all internal and external customers.

EMPOWERED: We are supported in taking the initiative to improve services.

RESPONSIBLE: We go the extra mile and ensure that customer needs are met.

VALUES-DRIVEN: We do the right thing for customers and the residents of Salt Lake County.

INFORMED: We understand the many services Salt Lake County provides and we apply the “no wrong door” approach.

COURTEOUS: We treat customers well, even under pressure.

ENGAGED: We actively listen to our customers and ensure they feel heard.

SALT LAKE COUNTY CUSTOMER SERVICE STANDARDS



Standards Covering All Customer Interactions

"Customers have a right to expect ..."

- Courtesy, respect, honesty and professionalism.
- That HR representatives will listen to their request/question, ask for clarification if necessary, and provide complete, knowledgeable, accurate, precise information regarding their inquiry.
- The HR representative will make a reasonable effort to provide information about the County and, as appropriate, other outside agencies related to their department's/division's function.
- When scheduled for a meeting, HR representatives will commit to showing up on time and meetings will be facilitated such that they start and end according to schedule.

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, not voicemail, will answer the main number at each answering station during business hours.
- HR representatives will provide accurate information and if unable to do so, will ensure that customers are connected to an expert source when specialized information or assistance is needed.
- HR representatives 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.
- Before transferring a call, HR representatives will provide callers with the option to go to voicemail, leave a message, call back later or to speak to someone else.
- Callers will receive acknowledgements of their voicemail messages within 24 hours on regular business days.
- All HR representatives will record a personalized greeting on their voice mail.
- Extended absence greetings will be recorded when employees are away on vacation or sick leave stating when they are expected back in the office. Extended absence greetings will also provide an alternate name and phone number callers may use for immediate assistance.
- 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 "Salt Lake County, Human Resources, this is <insert name> may I help you?"
- HR representatives will leave their full name, telephone number and time available when leaving a message.

Written Correspondence

"Customers have a right to expect..."

- Letters will be formatted to County standards and on Salt Lake County HR letterhead.
- Information 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 will contain a personal signature block including: name, title, Human Resources, telephone number and e-mail address.

In Person

"Customers have a right to expect..."

- A timely, courteous acknowledgement, such as eye contact or a positive indication that the HR representative knows they are there, especially if the HR representative is on the telephone or with another customer.
- If there is a customer at a counter and the phone rings, the HR representative will excuse them self, answer the telephone, ask the caller if they prefer to be put on hold or have their call returned, and continue to help the customer.
- When practical, HR representatives will notify the front desk team when visitors are expected and they will come to the front to greet all visitors who are there to meet with them and walk with them to their office.