

Solid Waste Management – Customer Service Standards

“Real time live information 24/7”

Customer Service must be genuine and is the backbone of any organization. Every time we interact with others, we have the chance to make a good or bad lasting impression and become a good County ambassador. These standards were created for all of us to follow, and to understand and ensure that all customers, internal and external, have the right to have their expectations fulfilled professionally and consistently.

Standards for all County Customer Interactions

- Courtesy, respect, honesty, integrity, and professionalism is our way of doing business.
- Staff must listen to their request/question, with genuine interest and act upon at once.
- If clarification is needed, provide complete, knowledgeable and accurate information.
- We must go the extra mile to ensure that the customer expectations are fulfilled.
- We understand all County Services, ‘No Wrong Door to County Government’.

Landfill – Telephone Standards

- Answer calls promptly, with genuine interest, and offer additional assistance if needed
- Callers will receive acknowledgements of their voicemail messages within 24 hours.
- Voicemail messages will be kept current. Ask for permission to put anyone on hold
- Staff will leave their name, division, phone number and time, when leaving a message.

Landfill – In Person Standards

- A timely and courteous acknowledgement, such as eye contact or any positive indication
- The reception area will be staffed during Landfill’s business hours
- Customers will be positively acknowledged for their business, even if they are angry.

Landfill – Written Standards

- Information regarding customer inquiries must be complete, accurate and precise.
- A timely response to their request or an interim communication explaining the delay.

Landfill – Financial Transaction Standards

- Accurate financial transactions with a receipt, or verification of all financial transactions.

Landfill - Meetings Standards

- Meeting notifications must contain accurate information (date, time, place, subject)
- Inform participants of schedule changes or cancellations prior to the meeting.
- Agendas will be distributed in advance and start/end times must be maintained.
- Meetings will be punctual, well organized, run efficiently, and conducted in a professional manner.

Landfill – Health & Safety Standards

- Keep service roads free of debris for employee and customer safety
- No unauthorized foot traffic in the pit of the Unloading Facility or Transfer Station floor
- Respond to financial, environmental and safety audits correctly and timely.
- Do not allow untrained personnel to use machinery, and separate commercial from residential customers

