



AMINISTRATIVE POLICY MANUAL	SECTION HUMAN RESOURCES	NUMBER AM-804.1	EFFECTIVE DATE
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POLICY:

It is the policy of the County to be customer/public and service oriented and to ~~require employees to treat the customer/serve our customers and the public~~ in a courteous and respectful manner at all times.

COMMENT:

1. ~~Employees must understand that the customers/public comes first.~~ All employees have an obligation/responsibility to represent the County in a positive ~~fashion~~manner and to make the customers/public feel as comfortable as possible ~~in when~~ dealing with the organization.

2. Every employee is a representative of the County and is expected to be familiar with the County's services and the operational structure. Department directors, managers and supervisors are responsible for providing an overview of County services to their employees and orienting employees to information that will assist the employee in becoming familiar with County services and providing the highest level of customer service. Employees with customer/public contact are expected to know the County's services and to learn the operational structure. Such employees should attempt to educate the customers/public about the use of the County's services and should seek improved ways to serve them.

3. Employees are encouraged to identify and report recurring customer ~~service/public~~ related ~~concerns/problems~~ to their supervisor and/or make suggestions for changes in County policies or operating procedures to improve or resolve customer service concerns~~solve problems~~.

4. Employees should ~~be prepared to~~ listen carefully to customer inquiries to understand the customer's perspective and concerns and provide complaints and assistance, guidance, and direction in then deal with them in a responsive, professional manner. If the customer has a disagreement a controversy arises, the employee should attempt to explain the County policy or procedure in a clear and respectful manner. If the ~~customer/public becomes unreasonable or abusive~~ and the employee cannot resolve the issue problem, and the customer is seeking additional review of the matter, the customer should be referred to the employee's supervisor.

5. Employees should ~~be particularly care to~~ exercise courtesy and thoughtfulness when using the telephone. A positive telephone contact with a customer/public can enhance goodwill while a negative experience can destroy a valuable positive relationship. The following procedures should be observed whenever possible:



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a. When answering the telephone, smile, use a pleasant tone of voice to greet the caller, give the name of the department, and identify yourself, and ask how you may assist;

*Example: "Utilities Customer Service, this is Laura, how may I assist you?"*

b. If the person with whom the caller wishes to speak is on another line, ask the caller if they want to be placed on hold, or ask if you or another employee could ~~perhaps~~ be of assistance;

c. If the caller has been placed on hold, carefully monitor the holding period and offer to have the call returned if the person with whom they wish to speak is not available within a reasonable time;

d. When a caller leaves a name, number, or message, make sure it is relayed ~~recorded correctly~~ and ~~given~~ promptly to the appropriate individual;

e. When using the telephone, all employees should take and place their own calls unless departmental protocol has been established otherwise.

~~6. Most of the County's customers/public speak English as their primary language. Therefore, it is required that employees speak English when dealing with customers. This rule does not apply, however,~~ While recognizing that English is the official language in the State of Florida, in situations where the customer's/public's primary language is one other than English and the employee is also conversant in the other language, employees are encouraged to provide support in the customer's language. If the employee is not conversant in the customer's language, it would be appropriate to refer the customer to an employee who speaks the language or utilize available interpreter services/technology. ~~— In such a special situation, the County's services could be more appropriately discussed in the other language.~~