

CUSTOMER SERVICE STANDARDS

Preamble:

Customer service is a vital part of our duties as City employees. It is our responsibility to provide assistance to all customers in a polite, respectful manner. Our customers are all persons or businesses, internally and externally, with whom we, as City employees, interact.

We value our customers' questions, comments and concerns, and their confidence in our ability to provide services. City employees recognize and understand the intrinsic importance of the customer. Our customers should feel comfortable, respected, and satisfied as we do our best to serve them.

It is therefore incumbent on each City employee to provide a high level of service to our customers.

Personal Contact – One on One

Customers have a right to expect...

1. That customers will receive prompt recognition with a greeting or immediate eye contact.
2. That employees ask for appropriate contact information: name, address, phone #, and nature of complaint or inquiry.
3. That employees respond to customers in a courteous manner.
4. That employees provide accurate and understandable answers to customers requests or direct the customer to the appropriate department or person who may have knowledge in the subject matter.
5. That the City of Camden provide service throughout regular business hours.

Telephone

Customers have a right to expect...

1. That their call will be answered within a reasonable amount of time (3-4 rings).
2. That the employees will answer their call by stating what department they have reached.
3. That the person answering the phone will speak clearly and courteously.
4. That the employee will ask how they can help.
5. That the employee will listen carefully and attentively.
6. That the employee will offer to take an accurate message, transfer to an appropriate voicemail, or offer assistance if the person they request is not available.
7. That they will receive an explanation if they need to be placed on hold (i.e. calls will be answered in the order in which they were received) or transferred to another person or department.
8. That the phone messages left shall be responded to in a timely manner, 24 hours, even if just to acknowledge receipt.
9. A return call if their requested information is not immediately available.

Correspondence

Customers have a right to expect...

1. Correspondence that will provide specific information and details in a courteous manner.
2. Correspondence to be distributed to all appropriate individuals.
3. Any correspondence, notifications, and/or replies to inquiries in a timely fashion.
4. The content of correspondence will be correct as to spelling and grammar, including name and address.

Email

Customers have a right to expect...

1. That their emails will be responded to within 24 hours, when appropriate.

2. City employees to be properly trained on email correspondence and etiquette.

Meetings

Customers have to right to expect...

1. Postings that include accurate information as to dates, times, and locations of a meeting.
2. City representatives will conduct themselves in a professional manner.
3. Inquiries will be responded to in a timely manner.
4. Employees will be prepared to begin and end meetings as scheduled.
5. Employees will arrive at meetings on time.

Bills

Customers have a right to expect...

Timely and accurate bills that include detailed information, procedures for payment, and contact information.

Events

Customers have a right to expect...

1. That employees provide well planned and organized events to customers staffed by knowledgeable individuals.
2. That the City provides appropriate advertisement/literature about an event(s).

Publications

Customers have a right to expect...

1. City publications will be grammatically and contextually correct.
2. City publication will be timely and provide accurate contact information.

News Releases

Customers have a right to expect...

That news releases will be accurate as to spelling, grammar and content, and pre-approved by the department head and by the City Manager when appropriate.

Internet

Customers have a right to expect...

That all information contained on the web site is accessible, current and accurate.