



MGWB COMMITTEE: 10-21-04  
ITEM: h.

# Memorandum

**TO:** MAKING GOVERNMENT WORK  
BETTER COMMITTEE

**FROM:** Dottie Disher

**SUBJECT:** CUSTOMER SERVICE  
STANDARDS

**DATE:** 10-13-00

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Approved

Date

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## **RECOMMENDATION**

That the Committee accept the attached Service Standards to be shared, taught and used by city employees in front-line positions.

## **BACKGROUND**

The Call Center was established in January of 2001, with the assignment of creating an easy location and telephone number for residents to contact when they need information or are having an on-going issue and need assistance getting it resolved. The Call Center has established service standards for the telephone customer, the walk-in visitor and contact via email. These procedures and standards have enabled residents to efficiently receive information, and easily have their issue tracked and followed-up on when it is more complex.

## **ANALYSIS**

The Call Center continues to get positive feedback both externally as well as internally on their service standards, attention to detail and ownership of on-going issues.

## **COORDINATION**

The Customer Service Manager will continue to work with the various departments and their liaisons, in addition to the department receptionists, to ensure that these standards are put into practice. The New City Hall gives us plenty of momentum for these changes, and training, not just on interpersonal skills, but to share with front-line employees the variety of city services that will now be located in our new facility.

Dottie Disher  
Customer Service Manager, City Manager's Office

