

Departmental Customer Service Performance Element

Critical Element: Customer Service – Mandatory for All Employees

Objective: To deliver high levels of service to internal and external customers, while measuring the effectiveness of partnerships and collaborative efforts towards the achievement of the organization's mission and goals.

Results of Major Activities:

- (1) Customer inquiries for information or services are acknowledged and answered within a timely manner and in compliance with [Insert Bureau Name] standards.
- (2) Customer questions, ideas, and concerns are sought and actively listened to for improved customer service.
- (3) Customer feedback is analyzed; needs and concerns are considered in making decisions, recommending solutions, and resolving conflicts.
- (4) Customer expectations are communicated and managed to ensure that customers understand the type and level of service available, inquiries are routed based on level of complexity, and customers are apprised of the status of the inquiry when to expect resolution.
- (5) Customer service is provided in collaboration, consultation, and partnership with colleagues and internal and external customers in the Department. Professional relationships and interactions with key stakeholders are maintained to advance [Insert Bureau Name] interests.

Criteria for Evaluation:

Level 3 (*Mandatory*): The employee consistently demonstrates the following behaviors and results:

- (1) Responds to customer request with factually accurate information consistent with [Insert Bureau Name] and departmental guidance and policies, as well as program or technical documents, and actively participates toward achieving the goals and objectives of the organization.
- (2) Work products and responses consistently address customer issues and concerns, and establish a mutual understanding and expectations aligned with existing standards of customer service.
- (3) Responds to email and telephone inquiries within 1 business day, or within 2 business days if information is not readily available, and written requests for information are answered within 1 week from date of receipt, or within other timeframes specified by supervisor or program requirements.
- (4) Written and verbal work products and responses to customer requests are clear and courteous, address customer issues and concerns. Establishes a mutual understanding of expectations that align with existing standards of customer service, and solutions are delivered in mutually agreed upon timeframes with the customer.
- (5) If on approved absence, a voicemail message is provided, and an automated notification email is sent in response to incoming messages that indicates period of absence and identifies an alternate contact.
- (6) Fosters an environment that promotes result-driven customer service, communication, accountability, and integrity in shared information, and contributes to build and leverage collaboration among peers, customers, and stakeholders.

Level 5 (*Mandatory*): The employee consistently demonstrates the following behaviors and results:

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NOTE: A Level 5 or similar performance management system level indicator, which defines performance above what is expected in a Level 3 is mandatory and should be identified here. Rating Officials should tailor the indicator's language to actual duties and accomplishments expected for the role.