

CUSTOMER SERVICE

Understands that all employees have external and/or internal customers and stakeholders that they provide services and information to; honors all of the agency's commitments to customers by providing helpful, courteous, accessible, responsive, and knowledgeable service.

NEEDS IMPROVEMENT	MEETS EXPECTATIONS	EXCEEDS EXPECTATIONS
<p>Completeness Fails to provide or begrudgingly provides minimal service; fails to identify or resolve customer service issues.</p>	<p>Willingly provides assistance and useful information; takes appropriate actions to remedy customer service issues.</p>	<p>Anticipates customer needs and goes "the extra mile"; prevents future occurrence of issues.</p>
<p>Professionalism Fails to interact with customers politely; is not attentive to customer needs; inappropriately reacts to situations rather than being empathetic to the needs of the customer.</p>	<p>Interacts with customers respectfully; listens attentively to verify understanding of their needs; remains patient, calm and polite in all situations.</p>	<p>Maintains a professional demeanor at all times; is attentive to customer, even during busy periods; acts respectfully to defuse even the most difficult situations.</p>
<p>Availability/Timeliness Is difficult to contact in person or over the phone; takes an unreasonably long time in responding to requests and issues.</p>	<p>Is easy for the customer to contact in person or over the phone; responds promptly to requests and issues.</p>	<p>Makes self fully available to the customer; consistently responsive to requests exceeding customer expectations.</p>
<p>Communication Fails to confirm or understand customer needs; does not respond or provides limited or partial service or answers.</p>	<p>Seeks out, confirms and understands customer needs and/or problems; responds appropriately answering questions as completely as possible.</p>	<p>Anticipates changing customers' needs and adapts; provides needed information even if the customer does not know exactly what to ask for.</p>