

Parts of a Competency



Competency	Customer Service		
Definition	Understands that all employees have external and/or internal customers 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.		
Rating Scale	Needs Improvement	Meets Expectations	Exceeds Expectations
Factors	Completeness Fails to provide or begrudgingly provides minimal service; fails to identify or resolve customer service issues.	Willingly provides assistance and useful information; takes appropriate actions to remedy customer service issues.	Anticipates customer needs and goes "the extra mile"; prevents future occurrence of issues.
	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.	Interacts with customers respectfully; listens attentively to verify understanding of their needs; remains patient, calm and polite in all situations.	Maintains a professional demeanor at all times; is attentive to customer, even during busy periods; acts respectfully to defuse even the most difficult situations.
	Availability/Timeliness Is difficult to contact in person or over the phone; takes an unreasonably long time in responding to requests and issues.	Is easy for the customer to contact in person or over the phone; responds promptly to requests and issues.	Makes self fully available to the customer; consistently responsive to requests exceeding customer expectations.
	Communication Fails to confirm or understand customer needs; does not respond or provides limited or partial service or answers.	Seeks out, confirms and understands customer needs and/or problems; responds appropriately answering questions as completely as possible.	Anticipates changing customers' needs and adapts; provides needed information even if the customer does not know exactly what to ask for.
Standards			