



Approved by Garrett Evans
City Manager

Subject: Customer Service Standards

Purpose:

The City of Pittsburg is dedicated to providing the highest quality of customer service to our community. Employees of the City have established standard practices to demonstrate the value we place on customers' questions, comments and concerns to maintain confidence in our ability to provide services.

Procedure:

This procedure applies to all forms of customer service by City employees and includes, but is not limited to online, electronic, print and verbal communications.

Customers can expect the following:

Telephone/Voicemail

Employees shall:

- Provide informative greetings (*including: name, title, department/division, alternate contact and estimated return call timeframe*)
- Indicate in voicemails: extended absences, holidays and closure dates
- Check voicemail daily, unless there is an extended absence notification

Written correspondence (emails, letters, memos, faxes, etc.)

Employees shall:

- If using email and as applicable, provide auto-replies that communicate a timeframe for response
- Follow-up to communicate response time estimates based on the complexity of the inquiry and availability of staff
- Provide accurate information
- Direct customers to the correct resource

In-person

Employees shall:

- Attend to walk-in customers immediately; exhibit a willingness to serve by greeting the customer positively e.g. with a smile
- Serve customers in the order in which they appear, except when a customer has a scheduled appointment
- Ensure customers are directed to the correct department/division
- Treat internal and external customers with respect, kindness and empathy
- Demonstrate professionalism

- Ensure all after-hours high priority or public safety issues are directed to the City's after-hour service

Translation Services

Employees shall:

- Upon request or demonstration of the need for translation, provide verbal translation services from employees who are qualified to provide translation or utilize the City's third-party translation services over-the-phone or video conference
- Provide written translation of printed materials when priorities are established based on the nature and type of the information (*for example, a document that addresses issues of health, safety or mandatory compliance may be identified as a priority for translation*)

Public Amenities

Employees shall:

- Maintain facilities, which are attractive, sanitary, in safe working condition, fully stocked and supplied, accessible, adequate to need, and compliant with state and federal disability access standards
- Provide appropriate and timely responses to identified problems at a facility
- Post hours of regular operation
- Promote reservation options on-line, in-person and on-site

Service/Product Solicitations

Employees shall:

- Direct solicitors wishing to engage in business with the City to the City's webpage where contracting opportunities are posted
- Adhere to contracting requirements in Pittsburg Municipal Code

Responsibilities

Employees are responsible for:

- Complying with this procedure
- Engaging in training opportunities
- Ensuring customers have a positive experience with City services