

DET & BBS Team Standards **Individual**



Involvement

- **Communicate with integrity and honesty**

DET Team Standard- Demonstrate caring by listening, seeking to fully understand customer requests before providing response or suggested solution

BBS Bureau Director- When communicating to customers utilizes “Please” and “Thank You” within the conversation and show honest concern by asking follow up questions as necessary for clarification.

Business Performance Section - Build trust by listening to our customer’s ideas and concerns and encourage open dialogue by participating in customer meetings.

Individual- I focus on listening to others, waiting until they are finished with comments before I respond

Notice

- **Be a proactive communicator**

DET Team Standard- Proactively contact customer via phone when service request is unclear or inaccurate

BBS Bureau Director- Respond to questions or concerns by customers in a timely manner to prevent frustration and the possible repeat calls to others to address the situation.

Business Performance Section – Proactively communicate with customers when there are significant changes in monthly IT billing invoices for a given month.

Individual- I will proactively contact customers the same day I discover a potential delay or change to an expected result or outcome

Standards

- **We are dependable, and always respond with a sense of urgency**

DET Team Standard- Own the customer service request, or problem, and always provides a graceful hand-off if another source is needed to achieve resolution.

BBS Bureau Director- Be consistent in your work efforts to ensure what the customer sees, hears, or receives is as accurate as possible the first time around, delivering a friendly complete message and preventing rework of efforts.

Business Performance Section – Provide customers with accurate and timely responses on billing quotes, requests for purchases and billing disputes.

Individual- I follow our department process when providing estimates or calculating quotes, if unsure of a quote I always discuss with a colleague to get their input, then get my managers approval to proceed

Philosophy

- **Share the purpose or rationale for policies/procedures**

DET Team Standard- Sharing the policy rationale/philosophy provides an opportunity to connect with customers

BBS Bureau Director- Instead of simply quoting Policy or Procedure, take the time to explain the rationale behind the policy or procedure and what benefits it may present to them.

Business Performance Section – Be forthcoming and honest about our methodology for creating billing rates for the various IT services offered by the Division.

Individual- I ask new customers, or those who may seem confused if they would like to see our process for calculating rates

I Can

- **DET objective is to create a positive customer experience with each customer interaction**

DET Team Standard- Always communicate an *I can attitude* toward customers/co-workers

BBS Bureau Director – Promote a “Can Do” level of conversation, being careful in the use of words like “Can’t” or “But” and evoke a feeling of confidence by assuring the customer that you can either help them or get them to the individual who can and therefore taking ownership of the relationship.

Business Performance Section – We will always address our customers by name and maintain a positive and professional attitude through all methods of communication.

Individual- I take accountability for my attitude, and strive to always present a positive approach to customer challenges or requests

Results

Spend time with things that matter the most to our customers

DET Team Standard- Act with resolve to customer service requests, and always responds with a sense of urgency

BBS Bureau Director – Remember, the customer’s needs are important and focus on their task or issue at hand, giving it 100% of your attention at the time. Don’t attempt to quickly pass off the conversation with answers that only create more questions.

Business Performance Section – Seek input from our customers on topics that are important to their agency for the monthly Financial Customer Advisory Group Meetings.

Individual- I know each of my customer top 3 business objectives for their agency

Excellence

- **We understand our value proposition to our customer, and each other**

DET Team Standard-Consistently acknowledge the value of co-workers, and the essential role they play in delivering a positive customer experience

BBS Bureau Director- Treat the customers and each other as we would expect to be treated should we be in their situation. What one another experience from an interaction establishes a baseline for the next interaction.

Business Performance Section – Be respectful of our co-workers and customers alike, seek input and look for new and improved ways of enhancing the way we do business.

Individual- I maintain my professional focus each day, and strive to be professional and helpful to my co-workers, manager, and customers