

Department:	<u>Administration</u>	Procedure No.:	<u>PER-008</u>
Sub-department:	<u>All</u>	Created By:	<u>Wendy Olsson</u>
Approved By:	<u>CAO</u>	Amended By:	<u></u>
Approved Date:	<u>6 June 2017</u>	Amendment:	<u></u>

## PROCEDURE PURPOSE

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The purpose of this policy is to:

- Define the Village's standards of customer service for both our internal and external customers for Village employees
- Outline Village staff's commitment to a respectful and professional workplace
- Outline the Village's commitment to customer service and what residents can expect from Village employees
- Ensure employees' vision of customer service at the Village is represented
- Ensure employees have the information they need to provide a unified response

## REFERENCES:

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Village of Pemberton Social Media Policy

Village of Pemberton Confidentiality Agreement

Village of Pemberton Bullying, Harassment and Discrimination Policy

Village of Pemberton Strategic Communications Plan

*Village of Pemberton Employee Manual (in progress)*

## DEFINITIONS

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**Customers:** All parties with whom the Village employees interact with in the course of business, including:

- Village Staff, contractors and consultants (internal customers)
- The general public, residents and visitors
- Business clients (service recipients, commercial organizations, event organizers, film companies)
- Elected officials
- Community and volunteer groups
- Neighbouring local governments
- Outside agencies, including members of Provincial and Federal government

**Acknowledge:** Not an answer to a query, only confirmation of receipt of an e-mail, letter voicemail or other communication. Where possible, an acknowledgement can include how the query is being managed and an expected timeline for a response.

## Our Customer Service Policy

### Village of Pemberton: Committed to Community

Employees are committed to providing excellent customer service to all of our customers, both internal and external. All employees should act as ambassadors of the Village, to build confidence in the service we provide.

By establishing this Customer Service Policy, Village employees are committing to service to both external customers and co-workers in the manner as follows:

- Providing welcoming, accessible and responsive customer service;
- Providing service in a timely manner;
- Treating our customers with dignity, respect and courtesy in a way that demonstrates that we care about their concerns, suggestions and inquiries;
- Understanding the appropriate channels for management of an inquiry or complaint;
- Continued review and improvement to business processes to ensure they are easily understood and efficient.

## PROCEDURE

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### Customer Service Strategies

#### Leadership

- Management will continually reinforce the commitment to customer service and will look at methods for continuous improvement;
- Management will act as role models and will provide necessary support and information, and empower employees to respond on their behalf, or be available to respond when clarification is required;
- Respond to staff when they have forwarded a request, and provide an update as to how the request is being handled;
- Ensure that when a request requires input from more than one department that representatives of each department provide each other with status updates.

## Support of staff

The Village depends on employees to make the difference in customer service and to go the extra step that can transform a difficult situation into a positive experience for the customer. Therefore:

- Job core competencies and job recruitment processes for all employees will emphasize provision of exceptional customer service;
- All new employees will participate in an orientation program that includes an overview of the Village's services, policies and procedures, and the fundamentals of customer service as per this policy;
- The Village will offer customer service training to all employees;
- Managers will ensure that all key front-line positions have trained back-up staff to handle customer service during peak times, vacations and absences;
- Employees will be receptive to the feedback, both constructive criticism and recognition received for delivering excellent service;
- Where possible, take action as appropriate to the feedback received.

## Access to Information

The Village will:

- Educate customers on where to find information and how to access it;
- Utilize a variety of means to build public awareness of the Village, including public announcements and municipal service information, print publications, portable sign boards, Village website, social media, and e-news;
- Educate customers about how to meet expected timeframe for response by providing necessary documentation (e.g. turnaround time for Permit and Grant applications);
- Share information with all staff in a timely manner regarding events or situations taking place in the Village;
- Ensure all staff members have a Pemberton.ca e-mail address and are included on the VOP-staff e-mail distribution list;
- Continue to increase the quality of information and ease of accessibility on the Village's website;
- Evaluate high-volume, routine service transactions for possible ways to streamline these processes.

## Service Standards:

Excellent customer service comes in part from our customers receiving friendly, helpful service in a timely manner each and every time.



Equally important are the service standards we deliver to each other, referred to as our internal customers. To ensure this is maintained, the Village of Pemberton is committed to adhering to the following service standards.

## Internal Customers can expect:

- to be treated with respect and to have every request handled with equal importance;
- to have employees do their utmost to assist and if they cannot, to find someone who can;
- to have their request or complaint escalated through the appropriate channels;
- to receive a response when they have forwarded a request, and provide an update as to how the request is being handled;
- to understand their own workload and the workload of others before committing to a response time;
- to receive only appropriate and professional internal electronic communications;
- to receive status updates as requested in the event that the employee remains the main point of contact to the external customer;
- to be given instruction as to proper response to queries, particularly in the event of an emergency.
- to hear an apology, when we make a mistake, with the goal of maintaining mutual respect.

## External Customers can expect:

- to be treated with respect and to have every request handled with equal importance;
- to have employees do their utmost to assist and if they cannot, to find someone who can;
- to have their request or complaint escalated through the appropriate channels;
- to be educated as to realistic and regular timelines for receiving an answer;
- to receive a unified message and common verbiage from all employees;
- to be acknowledged immediately at the front counter, either by eye contact or greeting;
- to be acknowledged as soon as possible in outside workplaces, such as parks, roads, and Village streets;
- to see and hear our employees' positive attitude both at reception and in the field;
- to reach a live voice at the Village Hall switchboard during regular office hours and a recording after hours with information on reporting emergencies and an option to leave a message;
- to hear voicemail and e-mail out-of-office notifications that are changed to reflect schedules and availability and to provide alternate contact ;

- to have all correspondence directed to Council acknowledged within 48 hours (excluding weekends and statutory holidays) with an explanation on how we are handling the request (i.e.: referred to staff for response or referred to a Council meeting) and to provide information on the employee to contact if there are questions;
- to have all correspondence requiring a response acknowledged or answered within 48 hours (excluding weekends and statutory holidays), indicating the timeline for response and providing staff contact information;
- to hear our apology, when we make a mistake. If our service has not matched our standards, we want to know so we can respond and make sure we do a better job the next time.

### Compliance:

Non-compliance with the expectations outlined in this policy can result in disciplinary action, up to and including dismissal. All complaints will be investigated thoroughly and the level of discipline will be determined by the employee's Manager in cooperation with the Chief Administrative Officer.

For further clarification surrounding this Policy, please contact your Manager or Supervisor.



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Nikki Gilmore  
Chief Administrative Officer

