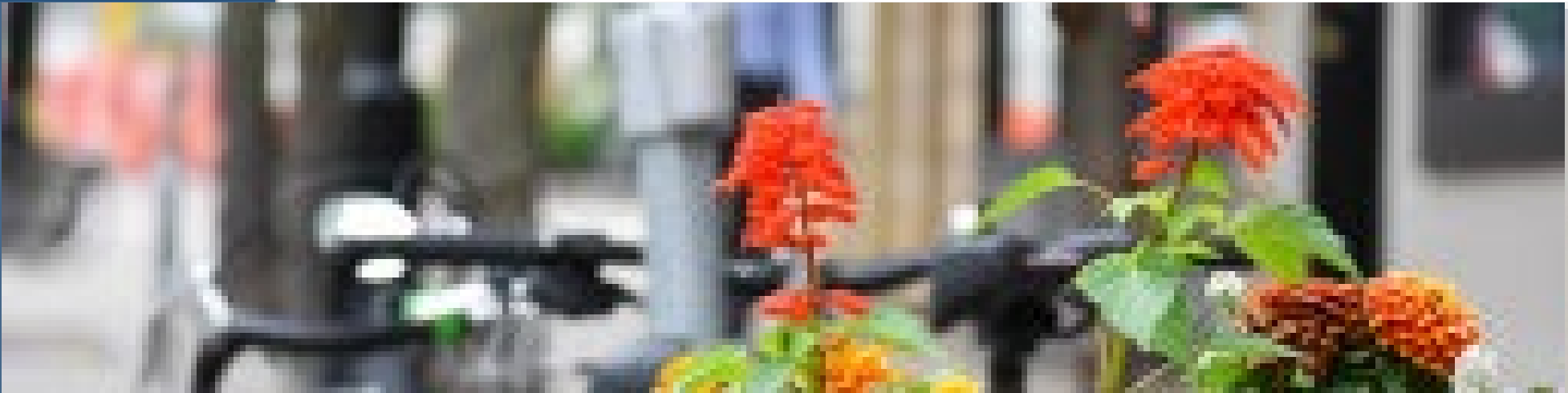


# OUR CITY OF MADISON



## Human Resources Customer Service Framework

# Approach



Our approach to customer service is based on the vision and values of the City. To fulfill the vision that Our Madison is Inclusive, Innovative, and Thriving, we commit ourselves to embody values of equity, civic engagement, well-being, shared prosperity, and stewardship.

# Approach =



## Attitude

Our attitude is our settled way of thinking about our customers and our services



## Actions

Our actions are how we behave, and are intended to align with our attitudes



## Accountability

Our accountability tools help us ensure alignment among our attitudes, actions, values and goals



# Attitude

## How we show up in the workplace

- We lead with **curiosity** of every individual's experience and understand the importance of human relationships.
- We meet customers **where they are** and understand everyone may have different views on the same situation.
- We are **open to change** and the culture of **continuous improvement** informed by the use of data.
- We are **reasonable** with expectations of ourselves and others. We don't over-promise or under-deliver.
- We take **responsibility** for our mistakes.



# Attitude

## How we show up in the workplace

- We work as a **team** to solve problems. We are mindful of other colleagues in our work areas who may need a **collaborative** and/or professional atmosphere.
- We commit to **actively listening** to our customers.
- We **balance** between reflective and responsive.
- We take a step back and get more information before immediately responding.
- We model **empathy** and **kindness** for all.



# Actions

## Lifelong Learners

We listen and learn to understand agencies and individuals, in order to better serve them.

## Strong Communicators

We respond timely and strive for accuracy, ensuring we get the right responses back to our customers.

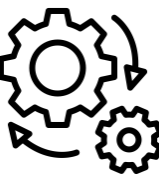
## Change Agents

We use data and collaboration to improve processes for our customers in a transparent way

## Human-Centered

We consider the end of our customer service experience from the beginning and follow up with evaluation of our services.





# Communication

We have standards for timely communications, including:

## Email

Unless an out of office message is turned on, we standardly respond to emails within 1-2 days. If more time is needed for response, an initial response will at least provide acknowledgement of receipt of the correspondence with an anticipated timeline of follow-up. We incorporate our customer services survey in communications

---

## Phones

City of Madison Human Resources, this is (NAME). How can I help you? We return business calls to our main line within 24-48 hours of receipt. We leave out of office messages when expected to be away from our desks for 2 days or more.

---

## Out of Office

Staff proactively set an out of office Outlook message on vacation or when they are not able to be reached. This includes an alternate contact when possible. Employee's supervisor is first line alternate.

---

## Calendars

We keep calendars up to date and accessible to members of our team.

---



# Accountability

## Metrics

We measure our impacts through feedback mechanisms including pulse, exit, and customer service surveys

## Reporting

We create a report at the beginning of each year that shares important measures and goal accomplishments

## Planning

We use our strategic plan to guide our priorities on an annual basis and as an accountability tool at the end of each year

## Input

We hold ourselves accountable to use the input we receive in service and process improvement.







# Accountability

Our customer service survey asks :

- Your Department (Optional)
- What are the nature of the services you received?
- Who was your primary HR Contact?
- How satisfied were you with the services received from Human Resources?
- Did the Human Resources Team treat you in a kind and empathetic manner?
- *We standardly respond to phone calls and emails within 1-2 business days. If more time is needed for response, an initial response will at least provide acknowledgement of receipt of the correspondence with an anticipated timeline of follow-up.* How well did the Human Resources team member you worked with meet our expectations of timely response?
- Did the Human Resources Team member you worked with have the relevant knowledge of what you needed, or did they ensure you were connected to someone who did?
- Is there anything else you would be willing to share related to the service you received?





Additional Resources:

- [About Human Resources](#)
- [Meet the Team](#)
- [HR Strategic Plan](#)

**THANK YOU!**

