

Customer Service Team

Employee	Title	Department
Karen Horner	County Librarian	Library
Cody Snider	Information Services Division Manager	Information Services
Rosanne Wetzel	Sr. Library Technician	Library
Debbie Worra	Sr. Program Specialist	Health & Human Services Agency
Kelsey Rivera	Deputy Director Social Services	Health & Human Services Agency
John Flammang	Sr. Program Manager	Health & Human Services Agency
Heather Crapo	Human Resources Analyst	Human Resources Department
Natasha Adams	Social Worker Supervisor	Health & Human Services Agency
DeAnna Boughton	Benefits Specialist	Human Resources Department
Karen Jason	Program Administrator	Health & Human Services Agency
Yoshiko Stephens	Administrative Assistant	Library
Nicole French	Department Analyst	Department of Transportation
Beth Schwarz	Human Resources Analyst	Human Resources Department
Keith Johnson	Surveyor I	Department of Transportation
Trey Strickland	Environmental Health Director	Health & Human Services Agency
Cathy Harpe	Deputy Treasurer Tax Collector	Treasurer Tax Collector
Marlayna Duley	Environmental Health Manager	Health & Human Services Agency



*Our
Leadership Philosophy*

*In order to achieve effective
leadership at all levels, and
excellence in public service, we
believe...*

*(1) Trust and integrity
are essential.*

*(2) In departments
working together
as one organization.*

*(3) In employees being
involved in key program and
policy decisions that impact
the organization.*

*(4) That
investing in and supporting
employee development results
in the retention
and promotion
of quality employees.*

(September 9, 2013)

COUNTY OF MENDOCINO
EXECUTIVE LEADERSHIP TEAM

**Customer Service Initiative
Team
Project Charter**

Date Created:
November 16, 2017

Date Last Revised:
December 18, 2017

Project Name: Customer Service Initiative

**Description and Purpose: Enhance Mendocino County's
Customer Service**

Provide Examples of Project Goals and Objectives:

- **Improve the quality of customer service provided by all Mendocino County departments**
- **During emergencies and/or disasters, ensure customer service support tools are available to staff to assure consistent quality service.**
- **Enhance county culture to be focused on improving the quality of public service provided to our community**
- **Develop a strong team to assist departments in delivering exceptional service to internal and external customers**
- **Encourage County Departments to focus on customer service**
- **Cultivate a county image which is synonymous with positive customer service experiences**

Provide Examples of Project Deliverables:

- **Survey strengths and weaknesses of the County's current customer service practices**
- **Create customer service support tools for staff to ensure consistent quality service delivery during emergencies and/or disasters**
- **Develop and present a customer service segment in new county employee orientation**

- **Provide tools to train employees in delivering exceptional customer service to internal and external customers**
- **Create and implement incentive and award programs to recognize departments providing excellent customer service**
- **Establish a program that facilitates the creation of enhanced high quality customer service standards countywide.**

Project Timelines: 6 Month Goals

1. Establish the baseline with a Survey
2. Create customer service support tools for staff to ensure consistent quality service delivery during emergencies and/or disasters

<u>Project Related Date</u>	<u>Month/Year</u>
Anticipated Start Date:	January 12, 2018
Anticipated Implementation/Installation Date:	*****
Anticipated Completion Date:	June 30, 2018

Project Timelines: 12 Month Goal

1. Add Customer Service Standards training component to the New Employee Orientation

<u>Project Related Date</u>	<u>Month/Year</u>
Anticipated Start Date:	January 12, 2018
Anticipated Implementation/Installation Date:	*****
Anticipated Completion Date:	January 12, 2019

Project Timelines: 18 Month Goals

1. Prepare and Present an All Staff training on delivering exceptional service.
The training material can be distributed to departments for ongoing trainings within individual programs
2. Create and implement a county-wide incentive/award program for department/employee recognition

<u>Project Related Date</u>	<u>Month/Year</u>
Anticipated Start Date:	January 12, 2018
Anticipated Implementation/Installation Date:	*****
Anticipated Completion Date:	June 30, 2019