

Statement of Policy and Procedure			
Department:	Corporate Services	Policy No.	<b>54.1</b>
Section:	Corporate Services	Issued:	October 11, 2012
Subject:	<b>Customer Service Standards Policy</b>	Effective:	December 9, 2019
Council Resolution # and Date:	Council Resolution No. 0526 dated December 9, 2019		
		Replaces:	54
Issued by:	Ken Leclaire, Director of Corporate Services	Dated:	October 11, 2012
Approved by:	Jim Toye, City Manager		

## **1 POLICY**

- 1.01 The City strives to create an exceptional work environment, recognizing that our staff are responsive to the needs of our customers; instilling professionalism, positivity, inclusivity, and a drive to make things right. This Policy reflects the mandatory customer service standards for all employees working for the City of Prince Albert.

## **2 PURPOSE**

- 2.01 To provide the highest level of customer service based on mutual respect and a clear alignment between expectation and delivery.
- 2.02 To ensure consistent service standards and practices are understood and delivered across the organization.

## **3 SCOPE**

- 3.01 The Customer Service Standards Policy applies to all City of Prince Albert employees with the exception of the Prince Albert Police Service.

## **4 RESPONSIBILITY**

- 4.01 Customer service is everyone's responsibility. All City employees are responsible for following the standards highlighted in this Policy.

- 4.02 The Director of Corporate Services or designate will be responsible for:
- a. Ensuring overall compliancy with the Policy, reviewing exceptions and/or changes as requested by a department head from time to time;
  - b. Engaging residents and employees in process improvements in response to feedback every two years; and
  - c. Measuring progress routinely.
- 4.03 Department Heads will be responsible for ensuring the employees within their department(s) adhere to the Policy.

## **5 DEFINITIONS**

- 5.01 “Customer” is any person, company, or agency, internal or external, who is in contact with the City regarding City business and/or services.
- 5.02 “Customer Service” is the act of taking care of a customer’s needs by providing and delivering professional, helpful, high quality service and assistance before, during, and after the customer’s requirements are met.

## **6 REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE**

- 6.01 Electronic Communications Policy.
- 6.02 Social Media Policy.

## **7 TELEPHONE AND VOICEMAIL STANDARDS**

- 7.01 All incoming telephone calls (from both internal and external customers) will be answered by identifying the department in which you work along with your first name.
- “Good morning/afternoon, (*Department Name*), (*First Name*) speaking.”
- 7.02 Employees will identify who you are and the department in which you work for all outgoing telephone calls.
- 7.03 All telephone calls (from both internal and external customers) will be returned within one (1) business day or 24 hours where services operate on a 24 hour day cycle.

7.04 Voicemail boxes will be cleared daily and callers can expect that their messages, either left on voicemail or by written telephone message, will be acknowledged within one (1) business day, excluding but not limited to unsolicited messages such as training programs, promotional events, general advertising, etc.

7.05 Personal voicemail greetings will be courteous, giving the caller as much information as possible, and requesting they leave a message. The following greeting scripts are to be used unless authorization from the Director of Corporate Services has been obtained.

a. Main Line Greeting:

“You have reached the (*Department Name*). Office hours are from 8:00 a.m. to 4:45 p.m. Monday to Friday. We are closed weekends and statutory holidays. Your call is important to us, so please leave your name, phone number and a detailed message and we will return your call as soon as possible. Thank you.”

b. Direct Line and/or City Issued Cell Phone Greeting:

“You have reached the personal voicemail for (*First and Last Name*), (*Position Title*) for the City of Prince Albert. I am sorry I missed your call. Please leave your name, number, and a detailed message and I will return your call at my earliest convenience. Thank you.”

c. Out of Office Greetings for Direct Line and/or City Issued Cell Phone will provide a co-worker's name and phone number or department main line and phone number as back up while out of the office:

“You have reached the personal voicemail for (*First and Last Name*), (*Position Title*), for the City of Prince Albert. I am currently out of the office, returning (*Date*) at (*Time*). If you require immediate assistance, please call (*First and Last Name* or the *Department Main Line*) at (*Phone Number*) or leave your name, number, and a detailed message and I will return your call when I am back in the office. Thank you.”

d. Out of Office Greetings for Unplanned Leave:

i. Telephone and email greetings will be updated when an unplanned leave requires an absence from work for a period over 24 hours in order to ensure that there is no disruption in the usual activities of the City. In the case where there is uncertainty of the date of return to work, an intended date is to be given:

“You have reached the personal voicemail for (*First and Last Name*), (*Position Title*), for the City of Prince Albert. (*Name*) is currently out of the office, and ***is anticipated*** to return on (*Date*) and (*Time*). If you require immediate assistance, please call (*First and Last Name* or the *Department Main Line*) at (*Phone Number*) or leave your name, number, and a detailed message and (*Name*) will return your call when they are back in the office. Thank you.”

- ii. For telephone, a co-worker is to be tasked with updating the voicemail message on the telephone. Or, alternatively, transfer the telephone to a co-worker or department main line so that the calls can be answered and responded to for the duration of the absence.
- iii. For emails, if the staff person is unable, a co-worker is to be tasked with contacting the Information Technology Department in order to set the out of office greeting.

- 7.06 Customers will be assisted and if needed, will be directed to the correct area.
- 7.07 Customers will not be transferred to another employee or voicemail box without being made aware.
- 7.08 Customers calling the correct area will have their issue resolved by involving as few City employees as possible.
- 7.09 If the employee needs to transfer the customer to another person, the employee will remain on the line, if possible, and tell that person the customer's name and the nature of the inquiry, so that the customer does not have to repeat the details.
- 7.10 At any time while waiting in the queue the caller will be provided an opportunity to request a call back as soon as the next available employee is free. If the caller chooses to wait in the queue, the maximum amount of time they will remain on the line is ten (10) minutes. Thereafter they will be encouraged to leave a voicemail message.

## **8 EMAIL STANDARDS**

- 8.01 All emails (from both internal and external customers) will be returned within two (2) business days or 48 hours where services operate on a 24 hour day cycle. If that does not allow sufficient time for staff to provide a full response, the City will advise by email or telephone when a full response will be provided.

- 8.02 When out of office for one (1) business day or more, Out of Office Greetings for emails will provide a co-worker's name and phone number or department main line and phone number as back up while out of the office:

"I am currently out of the office, returning (*Date*) at (*Time*). If you require immediate assistance, please contact (*First and Last Name* or the *Department Main Line*) at (*Phone Number*) or (*Email Address*). Thank you."

- 8.03 All employee emails will contain a signature block including the staff person's name, title, department, mailing address, telephone number, fax number, email address, social media links, website link and City logo. Please contact Corporate Communications for a template.

## **9 LETTER AND FAX STANDARDS**

- 9.01 The City will acknowledge, verbally or in writing, within ten (10) business days of receipt; more promptly if the matter is urgent. If a full response will require additional time, we will advise in writing when you can expect a full response.
- 9.02 Written correspondence will use plain language and provide a complete response to your inquiry.
- 9.03 All employee letters and/or faxes will contain a signature block including the staff person's name, title, department, telephone number, fax number and email address.

## **10 CUSTOMER GREETINGS EXPECTATIONS**

- 10.01 When a customer visits any of the City locations, they can expect:
- a. To be served in a timely fashion and/or to be advised of the expected waiting time.
  - b. To be served in a positive and friendly manner.
  - c. To be provided with information that they have requested or be referred to the appropriate person.
  - d. That each main information counter will be staffed during normal business hours. If staff is unavailable, signage will direct you to an alternate location for assistance.
  - e. That lunch hour coverage will ensure that sufficient employee resources are available to respond to inquiries such that the Standards are met.

## **11 HARASSMENT**

- 11.01 The City promotes an environment where everyone will be treated to and spoken to with respect and dignity. Verbal or physical abuse, derogatory, hostile, confrontational or intimidating behaviour will not be tolerated.
- 11.02 All incidents of harassment are to be immediately reported to your direct supervisor.