

OPERATING MANUAL

CHAPTER 1: AGENCY ADMINISTRATION

SUB-CHAPTER 7: CUSTOMER SERVICE STANDARDS

TOPIC 1: *Customer Service Policy Statement*

Control #	1.7.1
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Effective Date:	05/01/2015
Replaces:	N/A

Overview: Ohio Revised Code 121.91 requires agencies to define and publish customer service standards if they have employees whose duties include “a significant level of contact with the public.” Given the small size of ServeOhio and the fact that most contacts are with a limited number of sub-grantees and applicants, we do not meet the test for statutory compliance. However, we are committed to a high level of service to those with whom we do interact and voluntarily adopt this policy to communicate expectations to all staff and the public we serve.

(A) Policy Statement

- (1) A customer is defined as any individual who contacts or interacts with ServeOhio staff, including: Commissioners, grantees and funding applicants, volunteer managers and volunteers, other state or federal employees, and the general public.
- (2) ServeOhio values and respects its customers and is committed to providing them with the highest quality of service possible. The “Customer Focus” competency is a part of every employee performance appraisal, per Operating Manual 3.3.1(B)(2)(a).
- (3) Employees will communicate with customers, whether in person, in writing, by phone or email, in a manner that is respectful, courteous, and professional at all times, even if the customer is not extending the same level of courteous behavior.

However, employees are not expected to tolerate abusive or offensive language or behavior by customers. In such situations, employees will calmly convey their intent to terminate the interaction if the customer continues in the offensive manner, and will inform their supervisor immediately of the situation following the termination.

- (4) Employees will listen to customers with the goal of understanding their issues or concerns, and will respond with accurate, complete, and precise information. In the event that a full response requires further research or consultation with other staff, employees will advise customers to that effect and establish a timeline for follow-up and final resolution. If a customer contacts ServeOhio in error or with a question that falls outside our jurisdiction, employees will refer the customer whenever possible to another agency that may be able to address their concerns.
- (5) Our commitment to customer service does not diminish or negate our responsibility for ensuring compliance with ServeOhio policies and federal regulations regarding management of grants funded through our agency. In instances of non-compliance the focus of the customer interaction will be to clearly communicate the issues, delineate specific corrective actions to be

undertaken by the sub-grantee (including timelines) and offer technical assistance or support as may be required to assist the sub-grantee in correcting the deficiency.

(B) Implementation

- (1) The Executive Director is responsible for enforcement of this policy. Consistent with ORC 121.91 this policy will be posted on the ServeOhio website. Any concerns, complaints, or suggestions may be communicated via email to william.hall@serveohio.gov or 614-728-2917.
- (2) All current staff will be provided with a copy of this policy within 30 days of the effective date. New staff will receive a copy of the policy as part of the new staff orientation. Documentation of receipt will be maintained in staff personnel files.
- (3) Staff are encouraged to take advantage of state employee training resources through ELM to assist them in providing effective customer service.