

New Hanover County Customer Service Committee Meeting Notes 8/13/2008

Members in Attendance:

Tracy Dawson	Jennifer Hardison	Harry Tuchmayer	Kim Roane
Michael Pinson	Andre' Mallette	Leslie Stanfield	Melissa Hight
Dennis Ihnat	Jane O'Brien	Carolyn Batts	Cindy Kee-MacPherson
Chris McNamee			

Summary:

- Approved 7/9/2008 meeting notes.
- Discussed everyday examples of customer service.
 - Two Telecommunicators from the Public Safety Communications Center were recognized for their skill when dealing with particularly difficult calls. Both were able to calmly and efficiently manage the call.
 - Another 911 Communicator was praised for being friendly and personable when investigating a hang up call received at the Center.
 - Bobby Harris of the Planning Department assisted a customer trying to identify the owners of a new property. The property was not on record at the Tax Department yet, but he was quickly able to identify the property, obtain the information and send screen shots while still on the phone.
 - During a discussion about customer service Chairman Greer was approached by a citizen who asked for directions. The Chairman took the extra time to walk outside in the heat with the citizen and show them where they needed to go, exemplifying good customer service
 - Teresa Hewitt of the Finance Department was asked a question by a coworker about setting up a spreadsheet. She took the time to stop what she was doing and spent the entire day entering 15 years of data.
- Discussed awards and recognition.
 - Dennis spoke with Steve Konieczny and Anthony Thomas about putting the nomination form on the intranet with a workflow put in place for the form to be sent to the employee's supervisor. They will work on having this completed by the end of the month.
 - DSS uses this type of system for their vehicle reservation system.
 - A downloadable form will be placed on the internet for citizens
 - We will use the department level awards as a nomination pool if necessary.
 - Any employee who is nominated will be featured on the Gallery of Excellence. The recognition subcommittee will meet to review the nominations and determine which meet the criteria for the countywide award.
 - The Gallery of Excellence will be employee photos that can be displayed on the internet or flat screen monitor.
 - We don't want to limit ourselves to the Government Center. It was suggested that a slideshow should be set up on the front page of the intranet and monitors be available at all departments.

- Formed the Awards and Recognition Subcommittee. The members are Kim Roane, Jennifer Hardison, Jane O'Brien, Tracy, Dawson and Dennis Ihnat. Cindy Kee-MacPherson volunteered to serve as the coordinator and will be an alternate if one of the subcommittee members is unavailable.
 - The committee will meet one hour prior to the regular CSC meetings on the second Wednesday of the month.
 - The final nominees will be sent to Bruce Shell for review. Since the award is criteria based, there will not be one just one "winner." If several employees meet the criteria they will all receive the award.
 - Employees will be recognized at the following months County Commissioners meeting.
 - The first award will also be announced at this year's Employee Appreciation Day. All award winners for the year will be announced at subsequent Employee Appreciation Days.
- The Library has created a list of books that showcase the county's core values. This list will be part of a newsletter that will highlight each value.
- Discussed upcoming training courses.
 - The E-learning classes will be available soon. We will also be presenting Customer Service 101 to cover the basics.
 - We have received course outlines from UNCW's Department of Public Services and Continuing Studies for The Art of De-escalation and How to Balance Assertiveness in the Workplace.
 - We are presenting Customer Service the NHC Way at all New Employee Orientations and presenting at departments at their request.
- Dennis is working with Human Resources to add customer service definitions and objectives to the work plan.

Action Items:

1. Submit RISE to Excellence nomination form for Bruce Shell's approval.
(Dennis Ihnat)
2. Talk to Share point committee to get revolving photos of employees on intranet.
(Andre' Mallette)
3. Follow up with IT to have form posted on intranet.

Next Meeting:

Date: September 10th 2008

Time: 3:00 – 4:30 PM

Place: Downtown Library