

New Hanover County Customer Service Committee Meeting Notes – 9/12/2007

Members in Attendance:

Chris McNamee	Olivia Pace	Linda Augino	Dennis Ihnat
Jerome Fennell	Cindy Kee-Macpherson	Kim Roane	Latashia Smith
Jane O'Brien	Mark Boyer	Andre' Mallette	Tracy Dawson

Accomplishments:

- Reviewed Customer Service Committee Statement of Purpose
- Understanding of Customer Service Expectations and how they tie into the Performance Management Process
- Understanding of the Adopt-A-Highway Program

Summary:

- Approved 8/08/07 meeting notes.
- Discussed everyday examples of Customer Service.
 - Caroline Barnes of DSS took the time and initiative to pull extra chairs out of a conference room, to make clients more comfortable, when the waiting room was full.
 - Ralph, a Security Guard at the Health Department, changed a tire for a customer in the summer heat.
 - An example of customer service that could have been done better happened at Office Depot. A customer needed help finding an item and when asked, an employee barely looked up and pointed “over there” rather than walking the customer to the area.
 - Senior' Frogs at Myrtle Beach uses humor and cute signs to help lighten the mood while people are waiting in line.
 - Within five minutes of a package delivery a phone call was received inquiring about customer service.
 - Sue Jaindl took ownership of the problem of broken glass in the parking lot. She went out with a broom and swept up the mess.
- Discussed the Disney Keys to Excellence Seminar
 - The seminar confirmed that the Customer Service Initiative is on the right track.
 - Disney emphasizes finding the right fit from the beginning of the hiring process by presenting its non-negotiables up front and supporting open communication, shared values and trust at all levels of the organization.
- Reviewed Customer Service Committee Statement of Purpose.
 - Discussed having a broad cross section of employees from all levels on the CSC.
 - Discussed whether the number of Department Heads and Deputy Department Heads should be limited. Currently, the CSC is made up of Department Heads or their designee.
 - Discussed the Customer Service Advisory Team and their expanding role. They are serving as a subcommittee that will help implement ideas and be a reality check.

- The Customer Service Committee is an “idea incubator” where ideas are generated and recommendations are made.
 - Having two customer service groups helps expand the people involved in the CSI.
 - The Statement of Purpose is broader guidelines, but it was recommended that we may want to clarify specific rules at a later date
 - The Statement of Purpose could be published to the Customer Service website
 - It was recommended that all departments be represented on the committee and a statement could be added mandating that the information from the meetings be shared with the Department Heads so everyone stays informed.
 - Nominations for CSC members would be presented to the County Manger who would appoint members.
- Discussed the Performance Management Process (PMP) and how it ties in Customer Service Expectations
 - Reviewed Work Objective Work Plan for Department Heads
 - States Customer Service Initiative will be supported by Department Heads and Supervisors 100% of time. This will be a measurable way to insure support.
 - The PMP can be used to develop behavioral specific questions for interviewing potential new hires.
 - This ties into the Performance Measurement Dictionary so everything fits into the format we already have and there isn't a duplication of efforts.
 - It was recommended that Customer Service should be a stand alone behavioral component at first, and then integrated into the way things are always done. This would create an elevated focus on customer service at the beginning, but there is flexibility so it could be done either way depending on your job description.
 - A suggestion was made to date the documents, since there will be ongoing review and possible revisions.
 - HR Director, Cathy Morgan is working on making sure this is part of the PMP reference guide.
- Andy Atkinson is starting work on the next task orders - benchmarking, recognition and training.
 - Andy will be consulting with Chris McNamee and Leslie Stanfield about their department's surveys and will be meeting with Tom Barth of the UNCW Political Science Department to discuss having the MPA students assist with surveys.
 - We are working on developing clear benchmarking standards to achieve tangible outcomes.
- The Health Department will be hosting Diversity Training with Dr. Dudley Flood. Two repeat sessions will be held on October 8th focusing on internal and external diversity to create a better understanding of working along side people with different backgrounds. This will be a condensed, three hour version and if it goes well the training will be held for Department heads and possibly be part of future Customer Service Training.
- Mark Boyer presented the Adopt-A-Highway Program as a way to help the community and gain visibility for the CSI. The public Safety and Communications Department (911) has a section of road it maintains. This Program is coordinated by

the NCDOT who can let us know what space is available. Committee members will get feedback from their departments and discuss further at the next meeting. This program can foster camaraderie and team building, would qualify under community service hours and would be at no cost to the County.

Action Items

1. Committee members will obtain feedback on the Adopt-A-Highway Program for next meeting.

Next Meeting:

Date: October 10, 2007

Time: 3:00 – 4:30 PM

Place: Department of Social Services, Multipurpose Room A