

## New Hanover County Customer Service Committee Meeting Notes 10/8/2008

### Members in Attendance:

Tracy Dawson	Jennifer Hardison	Kim Roane	Cindy Kee-MacPherson
Melissa Hight	Dennis Ihnat	Jane O'Brien	Jerome Fennell
Carolyn Batts	Andre' Mallette	Diane Morgan	

### Summary:

- Upcoming changes to the Public Services area at the Government Center were discussed. The goal is to change the way the County interacts with its citizens by providing a more integrated customer experience.
  - Public Services Consultants will assist customers with their transactions by acting as a liaison with county departments. They will be the first place a customer can go with questions and will provide assistance with multidepartment projects.
  - Consolidated cashiering services and a 311 center approach is a long term objective.
  - This will be a small scale approach to what we want to achieve.
  - Discussed other departments and the benefits of a central location.
- Reviewed the Customer Service Initiative.
  - The core values are becoming a part of the way we do business. Human Resources is offering an interview toolkit course that emphasizes questions that show a candidates values and if they're in line with the county's core values.
  - Point and Click University (PCU) also gives us the ability to offer customer service training and the opportunity to offer progressive certification levels.
  - Discussed our train the trainer approach to help insure a sustainable training program.
- Discussed De-escalation training with Bobbi Gemma. The trainers who attended will be meeting to review the course and develop a shared understanding of their expectations and what worked in this class.
  - The course evaluation forms that were obtained at the end of class provided mixed feedback.
  - We will follow a similar procedure for UNCWs de-escalation training to review their course.
- Reviewed the Gallery of Excellence and RISE to Excellence Award.
  - We have produced a brochure to make the nomination form more customer friendly.
  - Anthony Thomas from IT is assisting us in developing the form on the intranet.
  - The County webpage also has a link to the form under the Customer Service Department.
  - Departments who have their own awards can submit those nominees in the RISE criteria based format.
  - Bruce Shell will send and exchange everyone e-mail announcing the award.
- Discussed the opportunity to develop a certification process for levels of customer service training.

- The combination of online and classroom training choices we now have would make this more attainable.
  - Also discussed customer service in the work plan. We're working with Human Resources to have customer service behavioral factors listed in Performance Management Dictionary. It will eventually be an integrated part of the work plan.
  - Several departments already have customer service in the work plan and are requiring these customer service courses.
  - It was suggested that a designated work space or training area should be set up for employees who are not regularly at a desk or would have interruptions when trying to take online courses from their desk.
- Discussed everyday examples of customer service.
    - Two new employees from Property Management were recognized for their courteousness and enthusiasm. Donovan and Lawanda who are training at Cooperative Extension take pride in their work and say "My pleasure," when thanked.
    - Property Management was also instrumental in moving a vending machine in preparation for Art in the Arboretum.
    - Kevin from Property Management stayed at Airlie Gardens until 11:00PM to finish the cleaning the floors.
    - Bruce Shell commented on the positive attitude Danny Singletary from Property Management displays every day.
    - Jennifer Hardison mentioned that a customer was so happy with the service his family received from the Register of Deeds Department that his wife wrote an editorial to the Wilmington Star praising the professionalism with which they were served.
    - Jane O'Brien experienced both sides of customer service when getting pictures developed at Rite Aid. The employee worked with her to get her photo colors right, and showed great customer service. He also mentioned he had worked at AT&T and told her that they had quotas of customers per day they were to assist and if they had not met their quota, they would hang up on the customer.
    - Jerry May of the Engineering Department assisted a customer who had been dealing with a drainage problem for fifteen years. The customer called to thank him and said he could not ask for a finer representative of the County.

**Next Meeting:**

Date: November 12<sup>th</sup>, 2008

Time: 3:00 – 4:30 PM

Place: Government Center