
Customer Focus and Responsiveness

Definition

Must be able to achieve excellence in delivering the planned customer service outcomes (i.e. service levels and standards) for the department and monitoring the unit's service delivery in order to achieve the service delivery targets and to ensure the highest level of customer care and customer satisfaction.

Key Words: Service Delivery; Service Standards; Setting Service Level Standards;

Behavioral Indicators:

1. Listens and responds to customer needs within legislative frameworks, and policy guidelines.
 2. Clarifies the customer's interests or expectations, when doubt exists.
 3. Makes sure that customer needs or requirements are met.
 4. Regularly takes steps to improve the quality of services produced by the work-unit.
 5. Establishes plans and programs for satisfying the customer's needs and expectations.
 6. Delivers services to customers within the agreed service levels.
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PROFICIENCY LEVELS: Customer Focus and Responsiveness

LEVEL I

- Identifies services required by customers and develops appropriate service standards.
- Matches customer's needs and service standards.
- Develops and implements processes for setting and reviewing products and services.
- Follows through on customer's questions, requests and complaints.
- Provides a formal customer service that acknowledges a diverse customer base.

LEVEL II

- Monitors customer service standards to ensure that established standards are met.
- Introduces new customer service standards to respond to particular customer needs.
- Establishes a schedule or plan for satisfying customer needs and expectations.
- Pursues the completion of work objectives that supports meeting customer needs and expectations.
- Delivers services or products to client or customer in a timely manner.
- Follows up with the customer or client in a timely manner to ensure that the services were satisfactory.
- Develops improvement processes for setting and reviewing products and services.

LEVEL III

- Productively delivers high quality services related to the planned outcomes.
 - Possesses an understanding of quality considerations and concepts and develops a quality assurance plan.
 - Develops quality control measures and procedures to determine compliance with a standard or benchmark.
 - Looks for information about real, underlying needs of others, beyond those expressed initially. Matches those needs to available services.
 - Looks for long-term benefits to the customer and adjusts approach accordingly.
 - Measures compliance with the organization's mandate and measures customer's satisfaction against a standard or benchmark.
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