



## City of Lompoc Customer Service Charter of Excellence



***The City of Lompoc is dedicated to providing the very best service to the citizens of Lompoc. We endeavor to shape our community through positive action and response. The following list of guarantees demonstrates the level of commitment the City is resolved to provide as we serve with EXCELLENCE.***

- ✓ We will welcome everyone with respect, courtesy, and professionalism.
- ✓ We will actively listen to our customers and be responsive to their concerns.
- ✓ We will respond to messages and inquiries in a timely manner (within one business day - as a standard).
- ✓ When out of the office, we will always use the email and phone notification features on our computers/telephones to advise customers of alternative contact personnel and anticipated date/time of return.
- ✓ We will educate our staff, customers, and vendors/providers regarding the practicalities and complexities of the applicable services we provide.
- ✓ We will train staff to provide quality customer service and accomplish professional objectives.
- ✓ We will support and assist our customers with timely consideration and diligence as they navigate through the agency services.
- ✓ We will employ the most up to date technological resources when economically and practically feasible.
- ✓ We will keep customers informed utilizing online resources for complex projects and/or programs (e.g., eTRAKiT, NeoGov, and [www.cityoflomdoc.com](http://www.cityoflomdoc.com)).
- ✓ We will evaluate completed projects to measure their success and make improvements to affect future processes where indicated.
- ✓ We will seek innovative ways to overcome barriers to efficiency, productivity, and achieve mutually agreeable outcomes.
- ✓ We will endeavor to provide accurate and complete information.
- ✓ We will follow through to completion.
- ✓ We will take personal responsibility to solve problems, find answers, and ensure customer satisfaction.
- ✓ We will strive to embody professionalism in our person and facilities.
- ✓ We will strive to reflect the mission and values of the City.

**We Are Committed to Excellence**