

SANTA CLARA COUNTY DEPARTMENT OF CHILD SUPPORT SERVICES

CUSTOMER SERVICE MODEL

We will demonstrate MUTUAL RESPECT by:

- Treating others the way we want to be treated
- Being approachable and non-defensive in our communications while focusing on the issue at hand and not the person
- Agreeing to disagree, when necessary, while attempting to resolve conflicts one-on-one at the lowest level possible

We will maintain a POSITIVE ATTITUDE by:

- Being a role model for others, both for internal and external customers
- Being aware of the tone of our voice, and body language used, when interacting with others
- Welcoming the opportunities created by change to improve how we meet the needs of our internal and external customers

We will BE EMPATHETIC by:

- Being open-minded and sensitive to the cultural differences of all individuals with which we interact
- Putting ourselves in the other person's shoes
- Asking ourselves "Is it good enough for me?"
- Treating others the way we would want our loved ones to be treated

We will provide EFFECTIVE COMMUNICATION by:

- Being respectful in our communication, ensuring we say what we mean and mean what we say
- Being customer focused and solution oriented
- Demonstrating professional resiliency by always maintaining professionalism
- Prioritizing preventative and proactive communication

We will BE RESPONSIVE AND RESOURCEFUL by:

- Being accountable for our actions to both internal and external customers
- Going the extra mile to be accessible to our customers, flexible to their needs, and timely in our actions
- Valuing a continuous learning environment that seeks to empower and educate both internal and external customers

