



## Customer Service Mission Statement:

We, the employees of the City of Portage, are committed to delivering superior customer service that meets the needs of the citizens, business owners and others in a consistent manner unsurpassed in professionalism, politeness and promptness.

## Our Commitments:

**S***elfless*: We will be attentive to customer requests, regardless of other priorities. We will demonstrate our abilities through our appearance, conduct, conversation and results.

**E***thical*: We will act with integrity and a sense of duty and obligation to our customers and will always be accountable for our actions.

**R***espectful*: We will treat our customers as we wish to be treated and ensure that every interaction is conducted in a pleasant and professional manner

**V***ersatile*: We will be resourceful and capable of performing a variety of tasks in order to get the job done, regardless of our job description.

**I***nnovative*: We will identify ways to continuously improve our processes and policies to meet the ever-changing needs of the community and our customers. We will welcome customer feedback as a means to improve the services we provide.

**C***ommunication*: We will actively listen to our customers and respond in a clear and concise manner. We will communicate through available resources, providing accurate information in a manner that is easy to understand.

**E***ncouraging*: We will support employee creativity and teamwork to promote an open and collaborative work environment that encourages employees to excel in every aspect of their job – including customer service.