

Standard Division/Department Customer Service Measures		
Customer Service Measure		Customer Service Measure Description
CUST01	Responsiveness	Responsiveness - the ability to build and maintain customer satisfaction through providing timely responses to inquiries, assignments and other deliverables.
CUST02	Availability	Availability – the individual person is accessible and open to assist whenever when needed.
CUST03	Quality of Work	Quality of Work – the deliverable(s) that are produced are of quality and thoroughly worked on to reach a final product or solution.
CUST04	Knowledge of Work	Knowledge of work – the individual is well versed in his/her own expertise as the position requires them to be.
CUST05	Courtesy and Professionalism	Courtesy and Professionalism – the level of excellence or competence that is expected of a professional all while provided courteous service.
CUST06	Proactive in providing solutions	Proactive in providing solutions – the individual displays results and action oriented behavior to identify and capitalized on opportunities to provide commendable solutions in a timely manner.