



CITY OF INVER GROVE HEIGHTS

ETHICS * EXCELLENCE * ENGAGEMENT

CUSTOMER SERVICE POLICY

04/02/18

DISCLAIMER: Any department or service within the City that must comply with a Federal or State statute for purposes of compliance, privacy or confidentiality are exempt from the Response Time section of this policy.

MISSION

The City of Inver Grove Heights' mission is to provide services and facilities that enhance the quality of life in our vibrant community.

PURPOSE

The purpose of this policy is to assist our leaders and staff in providing reliable, responsive and exceptional service to its customers. We define our customers as people who live, work and play in the city, as well as with whom the City does business, including staff.

SERVICE STANDARD

The City's service standards are as follows:

- Treat the customer with respect and in a friendly, polite demeanor.
- Provide prompt, accurate and efficient service.
- Maintain the customer's privacy as outlined by Minnesota Government Data Practices.
- Keep the customer informed; including but not limited to, deadline extensions, delays and status reports.
- Determine the method by which the customer would like to stay informed and provide timely feedback.

RESPONSE TIMES

The City's goal is to answer questions, respond to inquiries or service requests, and resolve complaints indicated by the timeframes specified below:

- Within 24 hours, return phone calls, emails or website inquiries.
- Within 36 hours, respond to service calls for maintenance/repair or requests for documentation (such as Council meeting minutes).
- Within 48 hours, respond to a formal complaint.

Responses will be addressed during regular business days and hours of operation, Monday – Friday, 8:00 AM – 4:30 PM, or when reasonably applicable. Facilities and/or departments that operate beyond the regular business hours, including weekends, may respond to inquiries and requests during those hours of operation (i.e., police department, community center, golf course, etc.)

If an inquiry is received on a Friday, customers can expect a response the following Monday. If an inquiry is received on a Friday, but the next business day is a holiday, customers can expect a response the next business day following the holiday.

If an inquiry is received and a staff member is out for any extended period of time, customers will be directed to an additional resource for assistance.

OUT OF SCOPE

This policy may not regulate all customer service standards for departments required to respond to emergencies, such as police and/or fire. These departments maintain their own set of internal and/or external standards of conduct and complaint resolution following Federal and/or MN State Statute(s).

COMPLAINT RESOLUTION PROCESS

Each department within the City will be required to address its own unique set of inquiries or complaints based on the services they provide and follow these best practice guidelines for complaint resolution:

- It is the responsibility of the City to attempt to resolve concerns by dealing with customer(s) directly involved with the issue where appropriate. The City will attempt to resolve issues or concerns before they become complaints and identify opportunities to improve city service(s).
- A customer's service call will be considered the highest priority if it concerns a report of a city-owned or operated infrastructure problem (such as potholes, a tree in the right-of-way from storm damage or vandalism at a city park).
- Reports or service calls will be given to the department contact, who will then give the directive when the problem will be resolved. The customer will be contacted and informed when they can expect a resolution or if the issue has been resolved.
- Once the problem is identified and resolved or fixed, the department contact will notify the customer who filed the report or complaint acknowledging that a resolution is in place.
- The City will communicate with the complainant or customer regarding the resolution of a problem.
- If the customer's inquiry or complaint is complex in nature and requires further discussion, they will be encouraged to schedule a private appointment with the department contact during regular business hours.

Below is the list of department contacts for the complaint resolution process:

DEPARTMENT	NAME	CONTACT INFORMATION
Administration	Carrie Isaacson Administrative Services Coordinator	Phone: (651) 450-2510 Email: cisaacson@invergroveheights.org
Finance	Kristi Smith Finance Director	Phone: (651) 450-2521 Email: ksmith@invergroveheights.org
Community Development	Janice Gundlach Community Development Director	Phone: (651) 450-2546 Email: jgundlach@invergroveheights.org
Planning	Allan Hunting City Planner	Phone: (651) 450-2554 Email: ahunting@invergroveheights.org
Inspections	Frank Martin Chief Building Official	Phone: (651) 450-2549 Email: fmartin@invergroveheights.org
Rentals & Code Enforcement	Nicole Cook Rental & Code Compliance Coordinator	Phone: (651) 450-2491 Email: ncook@invergroveheights.org
Fire	Judy Thill Fire Chief	Phone: (651) 450-2495 Email: jthill@invergroveheights.org
Police	Josh Otis Lieutenant	Phone: (651) 450-2528 Email: jotis@invergroveheights.org
Engineering	Tom Kaldunski City Engineer	Phone: (651) 450-2572 Email: tkaldunski@invergroveheights.org
Street Maintenance	Barry Underdahl Superintendent	Phone: (651) 450-2556 Email: bunderdahl@invergroveheights.org
Utilities	Dan Helling Superintendent	Phone: (651) 450-2565 Email: dhelling@invergroveheights.org
Parks	Brian Swoboda Superintendent	Phone: (651) 450-2582 Email: bswoboda@invergroveheights.org
Recreation & Community Center	Tracy Petersen Superintendent	Phone: (651) 450-2588 Email: tpetersen@invergroveheights.org
Golf Course	Matthew Moynihan Superintendent	Phone: (651) 450-4324 Email: mmoynihan@invergroveheights.org

MEDIA INQUIRIES

Media affiliates may contact the City for inquiries including, but not limited to, programs and/or services the city offers, or information on cases that may be sensitive or privacy-protected in nature. Staff should forward these types of requests to the City Administrator for a response. These types of inquiries will follow Minnesota Government Data Practices. *Please refer to the disclaimer on the cover page regarding Federal or State statute compliance.*

TRAINING

Newly-hired and re-hired employees will be required to complete Customer Service training within the first thirty (30) days of employment. Hiring managers will ensure the completion of the training within the required timeframe. A knowledge-based assessment test and/or written documentation of completion of training will be submitted to Human Resources.

All other staff will be required to complete a Customer Service training course within a twelve (12) month period of their hire (anniversary) date. Employees who perform annual reviews will ensure the completion of the training within the required timeframe. A knowledge-based assessment test and/or written documentation of completion of training must be submitted to Human Resources for documentation in the personnel file.

Course content will be dependent on the employee's position level, position classification and position status (full-time, part-time, seasonal or temporary). Employees may choose an in-person training or online course(s), depending on availability, but are not required to complete both.

Course content will be offered by Human Resources during the hiring/on-boarding process. However, if other training is available through other entities, (example: courses conducted by a Federal, State or County training resource), the hiring manager may utilize that alternative option, so long as the content is relevant to Customer Service and proof of completion is submitted to Human Resources.

ACCESSIBILITY

The City will make our services accessible to all customers:

- **City of Inver Grove Heights**

Website: www.invergroveheights.org

8150 Barbara Avenue

Inver Grove Heights, MN 55077

Main: (651) 450-2500 / Fax: (651) 450-2502

Regular business hours: 8:00 a.m. – 4:30 p.m., Monday – Friday; City Offices are closed on Federal holidays.

- **National Relay Service (NRS)**

TDD / Deaf, hearing and/or speech impaired users can call (651) 450-2501.