



## CUSTOMER SERVICE PHILOSOPHY

### Every customer, Every Day.

As employees of the Licking County Health Department, it is our duty to provide high quality services to our customers. As a result, we are adopting an “**EVERY CUSTOMER, EVERY DAY**” approach to public health. It’s our goal to provide excellent customer service to every customer, every day. Our department is unique in that many of our customers are required to use our services. People must obtain Environmental Health permits and licenses from us. We are the only provider of WIC services in the County. Residents are required to obtain a birth or death certificate from our office. However, this doesn’t mean that we should not put an emphasis on customer service. As a public entity, we need to **STRIVE TO PROVIDE OPTIMAL CUSTOMER SERVICE**, to gain and keep the public’s trust as *the* public health entity serving Licking County.

### Be Understanding.

Often, customers are seeking our services due to a major life event. They are building their dream house and need a well and/or septic system. They may be opening a restaurant to fulfill a lifelong dream. They may have had a child and need a birth certificate or suffered the loss of a loved one and need a death certificate. For many customers these are stressful times, and we need to **UNDERSTAND THEIR SITUATION AND WORK TO HELP THEM AS BEST THAT WE CAN**. This includes explaining regulations and requirements to them in a manner that’s easily understandable. We work with our programs and their requirements every day, and they are second nature to us. To many people they are a foreign language, and it’s our job to **HELP OUR CUSTOMERS MAKE A WELL-INFORMED DECISION THAT PUTS THEM AT EASE**.

### Go the Extra Mile.

There are going to be times when customers struggle to understand what we need from them or what their next steps may be. **LET’S GO THE EXTRA MILE** to help them understand what is needed and point them in the right direction. Look up another agency’s phone number or put them in touch with one of your contacts at another agency so they can get the assistance they need. If a customer is in need of a service provided by another agency, be a trusted source that helps them navigate the system and achieve their goals.

### Commitment to Customer Service.

The creation of this document is not to say LCHD doesn’t provide excellent customer service. Its purpose is to **REINFORCE THE IMPORTANCE OF CUSTOMER SERVICE**. We must understand the vital role our department plays in our community, and it is our obligation as public health professionals to serve our customers in the best manner possible. **OUR STAFF IS OUTSTANDING**, and our staff is the reason our department is highly respected in our community, around the state, and across the country.

**Your Health, Your Environment, Our Priority**