



Contracts & Procurement High Performance Customer Service Standards

Customer service is everyone's responsibility. Every time we interact with an individual, answer the telephone, send an email, write a letter, or attend a meeting, we are making an impression on our customers – whether they are county employees, vendors, residents, or fellow Contracts & Procurement employees. We commit to these customer service standards to ensure that the quality of service to all our customers exceeds their expectations.

What are our guiding principles?

These customer service standards are consistent with the county's values, our office values and the mission of the Salt Lake County Contracts & Procurement Division.

County Values:

Salt Lake County Employees care about one another

We serve with integrity

We value and respect people

We strive for excellence

Our Mission:

Salt Lake County Contracts and Procurement provides professional, efficient contracting and procurement services, and promotes fair and open competition to attain the best value for the County.

Our Vision:

Be proactive in our communications

Be a valued partner to county agencies

Find solutions

Be adaptable

Our Customer Service Commitments -

- We seek feedback to learn, continually innovate and improve
- We practice not taking or making critical feedback personal

- We strive to become conscious of our own biases and give the benefit of the doubt
- We honor and respect diversity yet also recognize our commonalities with all people
- We participate, communicate and listen with respect
- We are professional, honest and speak up
- We know and understand our jobs, so we are ready to provide answers or know where to research an answer if we do not have an immediate response
- We take the extra step when helping customers
- We do not say “no” without an explanation and offering alternative solutions
- We will not stop assisting a customer because it extends beyond our agency; we are committed to directing customers to the right place if we can’t help them