



CREATING OUR Customer-Centric Culture

Customer service is at the heart of what we do. It's a journey beyond customer satisfaction. These experiences are built upon principles that not only guide our actions but also bind us together with a unified purpose. For us, that means stewarding our City toward a future of safe and responsible growth and progress.

This path goes beyond our collective efforts. Embracing these nine practices not only contributes to our shared goals, but also enhances your skills, fosters a more positive and efficient work environment, and benefits our community.

Consistency

1. Meet commitments

Respond to inquiries promptly in a solution-oriented manner and adhere to deadlines

2. Be dependable

Be reliable in all interactions, delivering quality, trustworthy work product, following the defined process

3. Steward the process

Provide transparency into next steps and expected timelines to help customers navigate the process confidently

Connection

4. Build relationships

Treat customers respectfully and use active listening skills to create understanding and foster trust

5. Optimize interactions

Choose the best communication channel for the desired result, and connect them to the right colleagues directly with "warm hand-offs"

6. Communicate clearly

Use plain language; explaining acronyms and technical terms when necessary

Credibility

7. Embrace your expertise

Excel at your responsibilities and support colleagues by sharing knowledge

8. Exceed Expectations

Find ways to do a little extra, offering additional guidance, resources, or assistance

9. Improve continuously

Identify pain points, escalate issues, and strive to improve how we work by welcoming feedback



Developed by a cross-departmental team from:

Austin Energy · Austin Fire · Austin Water · Communications and Technology Mgmt · Development Services
Law · Parks and Recreation · Transportation and Public Works · Watershed Protection