



Mike DeWine, Governor
Jon Husted, Lt. Governor

Office of Budget
and Management

Kimberly Murnieks, Director

CUSTOMER SERVICE
STANDARDS POLICY

APPOINTING AUTHORITY APPROVAL 	EFFECTIVE DATE October 11, 2019
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1.1 Purpose

The purpose of this policy is to establish uniform standards for the level of customer service provided by the Office of Budget and Management in compliance with Senate Bill 2, 129th General Assembly (Common Sense Initiative).

1.2 Authority

O.R.C.121.91

1.3 Scope

This standards document is applicable to all OBM employees.

1.4 Customer Service Standards

The Office of Budget and Management (OBM) values and respects its customers and is committed to providing them with the highest quality of service. This high level of service is accomplished when all OBM employees commit to anticipating and meeting the needs of both internal and external customers.

In order to provide this level of service, all OBM employees are expected to demonstrate the following:

- a. Dedication to providing professional, courteous, and timely service.
- b. Dedication to providing clear, concise, and accurate information.
- c. Philosophy of taking ownership for customer needs and following through to resolution.
- d. Commitment to continuous improvement of services provided to our customers.

1.5 Incorporation of Customer Service Standards

Our commitment to providing the highest quality of customer service is also expressed in the following:

- a. All position descriptions include “the ability to listen and respond effectively to external and internal customer questions and concerns.”



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- b. Regardless of assigned duties, every supervisor and manager employed by OBM shall consider the level of customer service their employees provide when evaluating employee performance and determining overall performance ratings.

1.6 Contact

The Human Resources Director is available for consultation or questions regarding this statement of standards.

This policy supersedes any previously issued directives or policy and will remain effective until cancelled or superseded.

1.7 Revision History

Date	Description of Change
10/19/2011	Initial policy issued
10/11/2019	Reviewed