

# Cuyahoga Job and Family Services Customer Relations Unit Purpose and Mission

---

---



Providing Quality Service Is Our Goal

# Customer Service Philosophy

---

---

Cuyahoga Job and Family Services Agency believes the success of the Welfare Reform Initiative depends on the quality of relationships with our customers.

The term customers includes prospective clients, participants, providers of service, employers, employees and departments.

The performance expectation for employees in the neighborhood centers is to promote a customer-oriented environment and service all customers throughout the organization in a respectful, courteous, professional and efficient manner, with the ultimate goal of being able to assist participants to achieve the highest level of self-sufficiency.



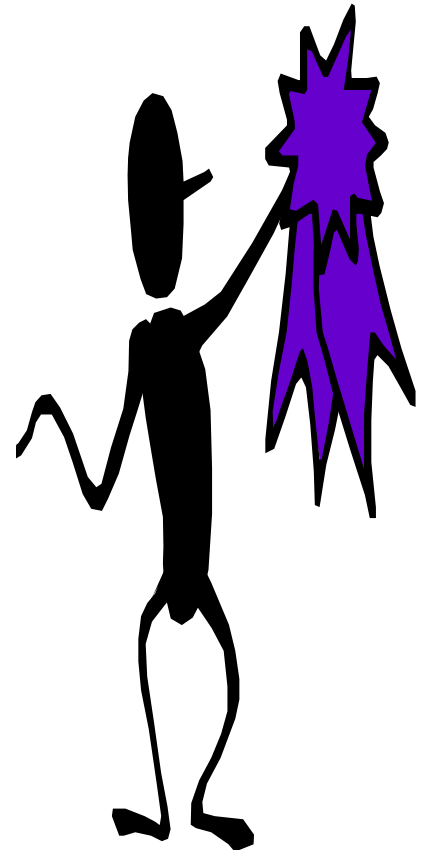
# Customer Service Standards

---

---

The following Customer Service Standards were developed to affirm the Agency's commitment to provide quality service to each customer:

- Promote a Customer-Oriented Environment
- Communicate Effectively
- Project a Professional Image
- Make Exceptional Efforts to Address Customer Needs.

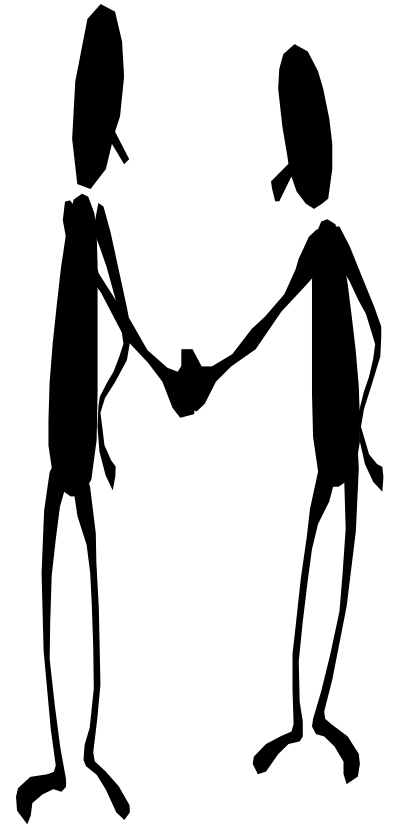


# Customer Relations Unit Purpose

---

---

- The Customer Relations Unit was created to act as a link between our agency and the community.
- The ultimate goal is to assist customers in achieving the highest level of self-sufficiency.
- Our customer service goal is to improve relationships with customers by meeting and exceeding their expectations.



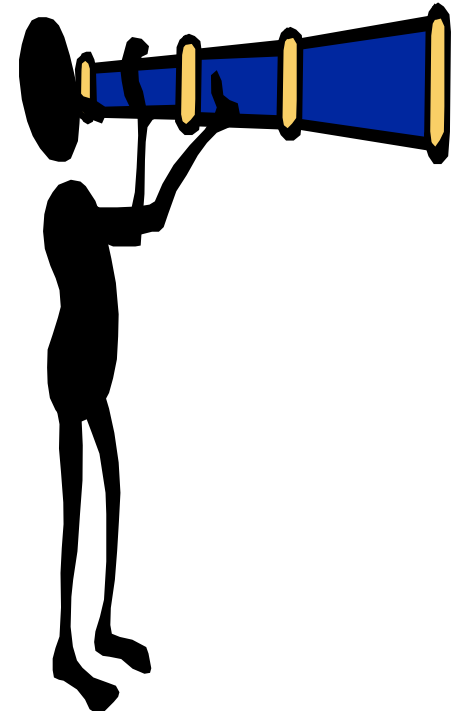
# Customer Relations Unit Mission

---

---

To facilitate delivery of quality service to Cuyahoga County participants and various customer groups such as:

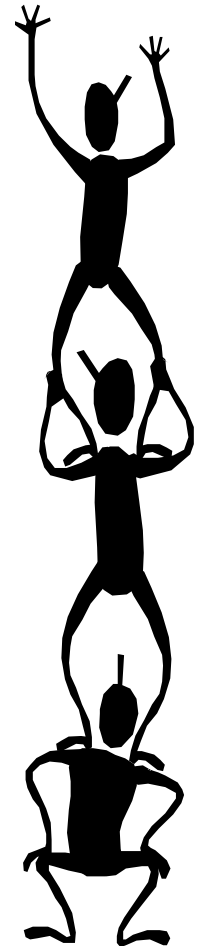
- Community Agencies
- Providers
- Faith-Based Organizations
- Federal/State/Local Government
- Private Sector



# Customer Relations Specialist Service Role

---

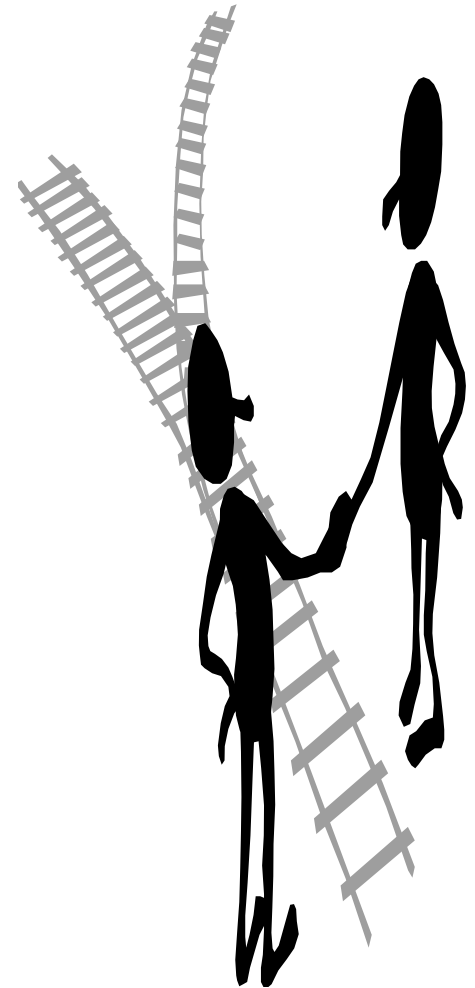
- Satisfy Customer Needs
- Provide Proactive Service
- Take Ownership of every Complaint
- Ensure Courteous and Professional Service
- Serve as a Mediator Between NFSC Staff and Customers



# Customer Relations Unit Mediation Role

---

- Attempt to resolve disputes before they reach the State level of appeal.
- Make every effort for customers to feel that their concerns are handled fairly and expediently.
- Conciliation can be requested by a Case Worker or initiated by a Customer Relations Specialist.

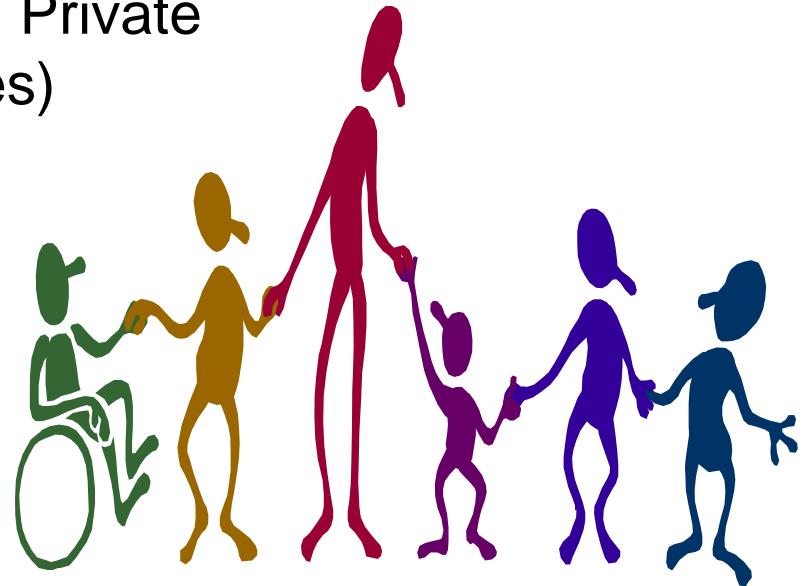


# Who are our Customers?

---

---

- Recipients of CJFS Services (Participants)
- Internal Customers (Co-Workers/Senior Management/County Executive and Council)
- External Customers (Public and Private Sector Agencies and Businesses)
- Contracted Providers
- The Community At Large



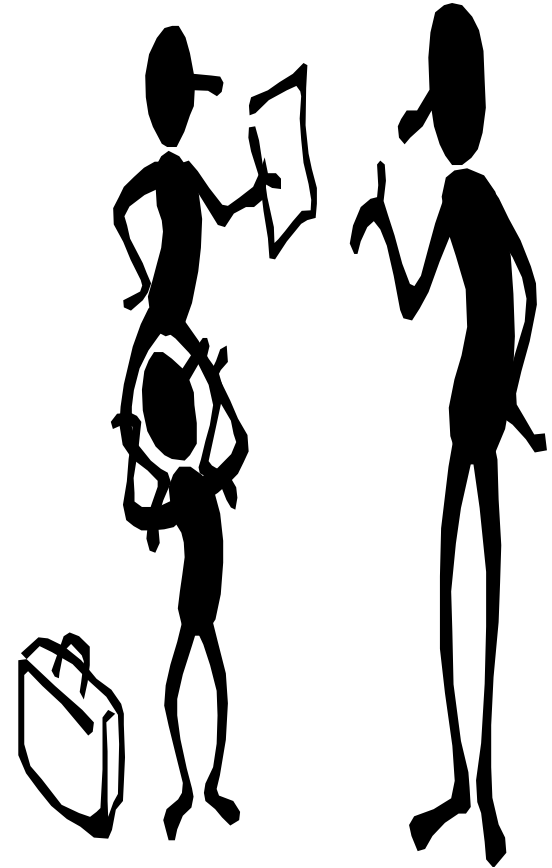


# Meeting Our Customer's Needs

---

---

- Ensure that All Visitors receive Prompt Delivery of Services
- Treated with Courtesy and Professionalism
- Answer Questions
- Quickly Resolve Problems



# Customer Relations Unit Team Members

---

---

- Valerie Baker                      Manager
- Sabrina Ingram                     Project Manager/Analyst
- Christopher Davis                 Administrative Assistant
  
- Cynthia Walker                    JET Center
- Marilyn Bagley                     Child Care Unit /SMBC
- Jose Figueroa                     Old Brooklyn
- LaTresia Smith                    Quincy Place
- Shuray Merriweather             Southgate
- James Jones                        VEB
- Verlinda Moore                    Westshore
- Kathleen Newton                 VEB/JET Center

