



## **CULTURE OF SERVICE VISION STATEMENT**

City of Durham Employees are culture of service champions!

## **MISSION STATEMENT**

We serve the community, our customers and each other

## **VALUES**

### ***OUR EMPLOYEES***

- Are essential to our success
- Are accountable for their actions
- Are doing the right things for the right reasons
- Are model stewards of the community
- Are maintaining professional behavior and image
- Are building an organization in which we take pride

### ***INTEGRITY***

- Honesty-consistently tell the truth
- Trust-keep commitments and confidences
- Accountability-be responsible for our actions and words
- Respect-treat people the way we want to be treated
- Strong work ethic-do our best for the community and each other

### ***CUSTOMER SERVICE***

- Exceed our internal and external expectations by going the extra mile
- Listen completely for good understanding
- Respond and follow through to resolve issues
- Exhibit patience, courtesy, and care
- Treat everyone with respect and dignity

### ***TEAMWORK***

- Be open to new ideas
- Recognize and embrace individual strengths
- Provide seamless service between departments
- Understand your role and others' to achieve the mission
- Treat coworkers with respect and dignity

### ***LEADERSHIP***

- Take ownership-don't pass the buck; follow up
- Take personal responsibility for our actions
- Be credible
- Lead by example-empower others
- Demonstrate a commitment to public service

### ***OPEN COMMUNICATION***

- Respond promptly to phone calls and emails [let departments set their own standards]
- Be a good listener
- Give constructive feedback
- Be aware of how you communicate by your appearance, your actions, and your words
- Keep people updated and informed

### ***FAIRNESS***

- Treat every person with respect
- Provide excellent, equitable services to ALL
- Apply policies evenly and fairly
- Be objective
- Treat people like you are their partner/advocate