

## **Ohio Arts Council: Customer Service Standards of Conduct**

The Ohio Arts Council's customer service philosophy is to provide the highest level of service and support to the general public and our constituents. Employees are expected to conduct themselves professionally and ethically, and in a polite and courteous manner at all times and in accordance with the Council's detailed policies listed below. Examples of expected habits when interacting with the public, as well as fellow staff, include:

1. Maintaining standard business etiquette at all times, including treating the public and co-workers with courtesy and efficiency;
2. Answering telephone calls by saying, "Good morning/afternoon, Ohio Arts Council. How may I help you?"
3. Returning phone calls within 24 hours or referring the call to someone who can assist immediately;
4. Responding to emails within 48 hours and when out on approved leave, setting up an appropriate "Out of Office" message that provides information on when the employee will return and offering an alternative contact in their absence;
5. Avoiding any offensive behavior or language;
6. Maintaining adherence to all State of Ohio personnel policies, labor contracts and ethics rules;
7. Maintaining work schedules and absences, including lunches and breaks on the Council's sign-in/sign-out sheets; notifying their supervisor when leaving the office for extended periods during business hours and noting those absences in the Council's Outlook calendar as well as the sign-in/sign-out sheets; securing their supervisor's approval on Form ADM 4258 Request for Leave for any leave use;
8. Following through on promises and schedules in a timely manner;
9. Providing clear and accurate information about our policies and procedures;
10. Preparing clear, concise, up to date and technically accurate correspondence and reports regarding our grant programs, application process and eligibility and review criteria;
11. Utilizing state services or state property, including, but not limited to, agency correspondence, office supplies, automobiles, telephones, copy machines, computers, printers, and data processing equipment for state related business purposes; and
12. Adhering to all Council policies in order to provide prompt, accurate and cordial service to the public and the Council's constituents.