

TIDBITS FOR SUCCESS IN LIFE

PUBLIC SERVICE ATTITUDE: Interact with **SMILES**, accuracy, “extras”, efficiency.

1. Use tact, courtesy and a welcoming manner when dealing with ALL people
2. Have an upbeat, friendly, helpful manner, whether in person or on the phone;
SMILE!
3. Be quick to help all people and **CALL THEM BY NAME**
4. Offer the expected level of service – and then give 10 % more!

DEPENDABILITY: Be reliable.

1. It is BASIC courtesy to arrive on time and to call if you need to be late
2. Be there! Give advance notice if you will be absent and make arrangements as needed. Example – call substitutes if necessary.
3. Be able to work with a minimum of supervision and meet assignment deadlines.
4. Conduct all personal business at appropriate times and places.

KNOWLEDGE OF THE JOB: Know, understand and apply rules, customs, policies and procedures appropriate to the situation.

1. Understand the standard policies and procedures and **ask questions when in doubt.**
2. Recognize priorities, goals and general plans
3. Act as a resource person and trainer for new people; **Offer alternatives when you are unable to deliver what is requested.**
4. Use the accepted communication channels

QUALITY AND QUANTITY OF WORK: Quality refers to work done accurately and thoroughly. Quantity refers to the amount of work accomplished in a given period of time. A balance of the two is desirable.

1. Work accurately, with a low percentage of errors; Adhere to the known policies, procedures and standards
2. Organize yourself to achieve your goals with maximum efficiency
3. **Initiate** projects and practice self-motivation. Ask if there are other projects that need completing.

COOPERATIVENESS: The degree to which you interact effectively with others

1. Help others with their workload when you have time.
2. Have a flexible attitude and use tact and courtesy when dealing with others.

JUDGMENT: Assess situations correctly and choose the correct course of action

1. Recognize problems and their priorities
2. Utilize your skill, knowledge, experience and abilities in analyzing problems and suggesting solutions
3. Recognize when to seek someone’s help and when to make a decision