

CLIENT SERVICE

Determining who your clients are:

Your most obvious clients will be those people you serve directly, whether they choose or are entitled to use your service, or have to use it because of law or regulation. Your clients can also be people who are indirectly affected by your service and have a stake in how well it is provided. These may vary from beneficiaries of your service, such as the local business community, to the broad public which has an interest in fairness and efficiency, global peace and security, a clean environment, and so on. You will likely have several different clients for each of your activities. In general, direct clients are most interested in the delivery of program outputs and individual benefits resulting from your activities, whereas indirect clients are mainly concerned with the impact and overall performance of programs.

Definitions

Focus on the performance expectations described for the level of the officer being appraised. Also note deficiencies in any skills or abilities described under lower levels.

- FS 1**
- Meets clients' needs by providing competent, reliable and timely service.
 - Treats clients with respect and courtesy.

 - Identifies the needs of clients.
 - Balances the interests of direct clients with the public/corporate interest.
 - Seeks ways to improve service to clients.
- FS 2**
- Seeks feedback from clients on their expectations.
 - Continuously evaluates performance vis-à-vis service standards to improve service while minimizing costs.

 - Demonstrates commitment to client service by clearly articulating standards to staff, and by example.
 - Ensures staff have the skills to provide quality service.
 - Recognizes and acknowledges excellence in service.