

Core Value Behavioral Chart County Clerk's Office

County Clerk's Department Value: INTEGRITY

We show honesty, openness, and demonstrate mutual respect and trust in others by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Being honest	If I make an error, I will try to blame it on others	If I make an error I will admit the mistake and fix it.	If I make an error I will admit the mistake and fix it. I will share information learned from the error to help others in not making the same mistake.

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County Clerk's Department Value: SERVICE

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Provide customers with complete and accurate information	If I don't know an answer to a question, I tell the customer I don't know.	If I don't know an answer to a question, I direct the customer to the department I think will be able to help them.	If I don't know an answer to a question, I find the correct resource by making a few phone calls or looking on-line.
Help customers in a timely fashion.	I don't acknowledge customers at the front counter.	I smile and greet customers from my desk.	I stand up, make eye contact, and greet the customer in a positive, helpful manner. If I cannot assist them immediately, I acknowledge them so they know that I am aware they are waiting.

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County Clerk's Department Value: SHARED PURPOSE

We function as a team to attain our organizational goals and work collaboratively with our policy makers, departments, employees, and customers by:	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Cross-training and sharing information	I do not share information with fellow employees	When co-workers ask, I share information with them and show them procedures.	I actively share information with all department employees and develop written procedures so that they can be helpful in my absence.

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County Clerk's Department Value: QUALITY

Providing public services that are reflective of best practices in the field	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Improve skillsets and keep up-to-date on current procedures.	I do not attend available training (classes, webinars, etc).	I attend training that is suggested or required for my job.	I actively seek opportunities that will help me expand my knowledge and skillset. I request to attend training that I feel will be helpful in my job.

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County Clerk's Department Value: DIVERSITY

Actively welcoming and valuing people with different perspectives and experiences	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
Respect differences and recognize strengths of co-workers	I point out the mistakes of my coworkers.	I explain mistakes to coworkers and help them fix the errors.	I help others build on their strengths, work on skills to improve my weaknesses, and strive to achieve a balanced workforce.
Respect differences of customers	I don't treat all customers in a respectful manner.	I treat all customers with respect.	I treat all customers with respect, and take extra time to make sure customers with diverse needs understand the information I am providing to them.

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County Clerk's Department Value: STEWARDSHIP OF RESOURCES

Conserving the human, natural, cultural, and financial resources for current and future generations	Indicators of Ineffective Behavior (Needs Improvement)	Indicators of Successful Behavior	Indicators of Exceptional Behavior
<p>Recommending improvements in policies and procedures</p>	<p>I follow policies that are in place, even if they don't seem efficient.</p>	<p>I point out procedures that are inefficient or wasteful.</p>	<p>I suggest specific changes that can be made to current policies to improve our processes, reduce costs, or create efficiencies.</p>

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