

Values and Indicator Behaviors
For Register of Deeds Office

Dean Stratz, Register of Deeds

Revised: April 1, 2017

Service: Responsively delivering on our commitments to all of our internal and external customers.

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Provides complete and accurate information to customers.	<p>Responds to inquiries within the same day.</p> <p>Ability to locate answers for the customer via resources without assistance.</p>	<p>Ability to recognize what the customer needs and provide the correct information.</p> <p>Ability to search property descriptions.</p>	<p>Ability to answer customer's needs with little or no assistance.</p>	<p>Attempting to give legal advice and being judgmental.</p> <p>Inability to locate information within the track system.</p>
Staff is cross-trained in all areas of the Register of Deeds office.	<p>Employee seeks out opportunities to grow within the County and makes suggestions on improving the process.</p>	<p>Employee has the insight to see when assistance is needed within the office and assists without being asked.</p>	<p>When asked to assist in another area, ability to prioritize and assist in the area.</p>	<p>Lacks knowledge to assist co-workers within the office.</p>

Integrity:**Honesty, openness, and demonstrating mutual respect and trust in others.**

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Maintains confidential vital record information.	Practices confidential procedures for vital records and does not falter to customer pressure.	Practices confidential procedures for vital records but may need assistance in dealing with customers.	Practices confidential procedures for vital records. Is mindful of surroundings so confidential information is not overheard by public.	Using confidential information for personal use. Not aware of confidential procedures.

Quality:**Providing public services that are reflective of “best practices” in the field.**

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Accurately process recordings, applications and receipting.	Insight to suggesting change for a more efficient and accurate work product process.	Takes initiative to improve a process. Others seek you out for advice.	Reviews documents or applications to avoid errors prior to recording and/or printing.	Continually makes the same errors on a regular basis.

Diversity: Actively welcoming and valuing people with different perspectives and experiences.

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Respects the differences of each other and recognizes their strengths.	Recognizes the needs of the customer and ensures that their experience within the department is a positive one.	Insight to see that some situations need to be handled differently to ensure a positive experience for the customer.	Keeps an open mind and treats everyone respectfully.	Unwilling to accept other views or opinions—close minded.

Shared Purpose: Functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers.

We responsively deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Provide assistance to other Departments during times of need.	Ability to recognize another Departments time of need and shows a willingness to assist that Department.	Follows direction and provides assistance to another Department with minimum direction and without a negative attitude.	Willingness to assist another Department with detailed instructions.	Expresses a negative attitude when asked to assist another Department.

Stewardship: Conserving our human, natural, cultural and financial resources for current and future generations.

We responsibly deliver on our commitments to all of our internal and external customers by:	Indicators of Exceptional Behavior	Indicators of Highly Successful Behavior	Indicators of Successful Behavior	Indicators of Needs Improvement
Suggests new and efficient ways of completing daily duties.	Ability to have the insight to question and give solutions to make a process more LEAN. Researches rules and regulations to make sure requirements are still met.	Suggests an idea for a more efficient way on doing a procedure.	Follows the office policies and procedures.	Ignores office policies and procedures.