

Marathon County Board of Supervisors

Core Values

The Marathon County Board of Supervisors adopted six core values—service, integrity, quality, diversity, shared purpose, and stewardship of resources—in February, 2004 to communicate how our County will conduct its business. The role of the Marathon County Board of Supervisors is to lead our staff in becoming the best County in the State of Wisconsin. To do this, we commit to living the six core values as outlined below:

SERVICE is responsively delivering on our commitments to all of our internal and external customers. County Board members will provide leadership in **SERVICE** by:

- Doing the job we were elected to do focusing on the needs of the whole County and on the needs of our constituents.
- Establishing appropriate timelines for all County Board activities consistent with excellent customer service.
- Allocating resources to assure our employees are capable of providing excellent customer service.
- Directing that administration establish and monitor customer service metrics for all County departments.

INTEGRITY is honesty, openness, and demonstrating mutual respect and trust in others. County Board members will provide leadership in **INTEGRITY** by:

- Establishing an expectation and practice that County Board Supervisors and administration will refer to and treat each other, employees, other levels of government, and the public with respect.
- Making decisions that are in the best interests of the County's residents.
- Conducting oneself in a manner that reflects well upon the reputation of Marathon County.
- Upholding high ethical standards, including declaring conflicts of interest when they arise and removing ourselves from the decision making process in such cases.

QUALITY is providing public services that are reflective of "best practices" in the field. County Board members will provide leadership in **QUALITY** by:

- Gathering and using information to make decisions focused on the best future for the citizens of Marathon County.
- Supporting and expecting County employees to create an environment of continuous quality improvement.
- Directing that administration establish benchmarks for success and monitor County services against these benchmarks.
- Creating a work environment that makes Marathon County a preferred employer as evidenced by excellent employee recruitment and retention, performance, staff development, and positive union and management relations.

DIVERSITY is actively welcoming and valuing people with different perspectives and experiences. County Board members will provide leadership in **DIVERSITY** by:

- Welcoming and respecting persons of all cultures and backgrounds.
- Listening to and valuing the opinions of all constituents.
- Refraining from making statements or decisions that demeans any group.
- Encouraging the sharing of diverse opinions.
- Ensuring minority representation/participation appropriate to County Board issues.

SHARED PURPOSE is functioning as a team to attain our organizational goals and working collaboratively with our policy makers, departments, employees, and customers. County Board members will provide leadership in **SHARED PURPOSE** by:

- Recognizing we are in partnership with all County employees, citizens, elected officials, and contracted service providers to achieve our goals.
- Conducting strategic planning to align County Government on its mission and future vision for success.
- Defining short-term and long-term goals and focusing on outcomes to maximize benefits to Marathon County residents.
- Working appropriately with all parties when disputes arise to find workable solutions.

STEWARDSHIP OF OUR RESOURCES is conserving the human, natural, cultural, and financial resources for current and future generations. County Board members will provide leadership in **STEWARDSHIP** by:

- Making policy decisions that value and protect the human, natural, cultural, and financial resources and infrastructure of Marathon County.
- Being futuristic when we discuss and set goals.
- Expecting that all County Departments and employees will use state of the art, best practices in delivering services to the public.
- Evaluating and monitoring standards which assure the effective and efficient use of County resources.