

Core Values

The core values necessary to accomplish our Vision and Mission are:

1. Customer Driven

- Aware: Understand that “customer” means citizens, employees, or visitors
- Sensitive: Show respect by listening, understanding, and responding to their needs
- Proactive: Anticipate the customer’s needs
- Effective: Respond to customer’s needs in the appropriate manner

2. Integrity

- Equal: Treat everyone equitably and fairly
- Honest: Tell the truth
- Reliable: Do what you say
- Loyal: Remain faithful to supervisors and fellow employees
- Compassionate: Be sensitive and put yourself in their shoes
- Ethical: Do the right thing

3. Fairness

- Stable: Demonstrate even temper and consistency
- Attentive: Diagnose before you prescribe
- Unbiased: Eliminate pre-conceived notions
- Equal: Promote equality and demonstrate equal opportunity
- Sensitive, Respectful: Practice Golden Rule and be considerate of others feelings
- Open-minded, Unselfish: Accept change, focus on results
- Cooperative: Work in harmony with others

4. Quality

- Service-Oriented: Provide professional, efficient services
- Receptive: View criticism constructively
- Trainable: Develop job-related skills and traits
- Personable: Sharpen interpersonal communication skills

5. Accountability

- Accessible: Be available, approachable to employees and the public
- Cost-Conscious: Spend public funds wisely
- Responsive: Respond to citizens in a timely manner
- Factual: Make decisions based on federal and state laws, local ordinances