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Press Release
DRAFT

A NEW CITY HALL EXPERIENCE

Mayor Carlo DeMaria Jr. delivered a new Customer Service Policy to all city Department Heads. The Mayor, along with the Human Resource department is working professionalize and streamline the relationship between city employees and constituents. All Department Heads will undergo Customer Service training in both managing employees and managing interaction with the public.

The Mayor is instituting the policy to ensure all employees understand the importance of providing quality service to residents. “Coming to City Hall is not like going to Target, where you know how and where to get what you need” states Mayor DeMaria, “I want the City Hall experience to be the same for everyone, whether it’s a once a year trip, or you’re here everyday, everyone should leave feeling we did the best we could.”

The move comes as part of a larger effort to streamline the customer experience at City Hall. The Mayor is looking for more effective ways for the city to do business with the public. “We’re in a fortunate situation where our employees are good at what they do,” says Mayor DeMaria, “and I want to increase the work experience for everyone through cross training, and giving people and opportunity to work in different departments.”

Mayor DeMaria hopes, through a better work experience the staff will gain multiple skill sets, so no person gets locked into one position. “At the end of the day,” notes the Mayor, “our goal is to give a better experience to those doing business at city hall, however why not make the working life of our employees a little better at the same time, instead of adding staff to do more, let’s give folks a chance to shine.”

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For additional press information please contact Matt Laidlaw, Director of Communications, City of Everett.

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