

	TITLE	NUMBER ADM-05	SUPERSEDES NEW
	Customer Service Standards	EFFECTIVE DATE 4/1/2025	PAGE NUMBER Pages 1 of 5
		REVIEWED DATE	
Agency Construction Contractors Board	Authority ORS 174.112, 182.124, 352.002		
Policy Owner Director			
References: Enterprise Customer Service Standards CCB Customer Service Strategic Plan	APPROVED SIGNATURE _____ Chris Huntington, Director		

POLICY STATEMENT:

This policy was created for the Construction Contractor’s Board (CCB) in support of the Department of Administrative Services (DAS) Statewide Policy, Enterprise Customer Service Standards, to ensure quality of customer service through equitable, accessible, and timely service delivery.

PURPOSE:

The purpose of this policy is to:

- Ensure universally accessible and responsive communication with Oregonians and agency business partners,
- Reinforce an equitable customer service culture across the enterprise,
- Continuously measure customer service feedback, and
- Continuously drive improvement.

DEFINITIONS

Audio Communication: Voicemail box, recorded messaging, etc.

Contact Center: A system that coordinates telephone and electronic contacts between the agency and the public.

Customer: Any individual who interacts with a state agency internal or external.

Customer Facing: State occupied location open to the public.

Customer Service: Timely, accessible, equitable, and responsive support-based interactions between agencies and customers.

Electronic Communication: Outlook and Teams.

GovDelivery: An online platform used for mass communication.

Phishing: A social engineering attack using email or a messaging service to send messages intended to trick individuals into taking an action such as clicking on a link, opening an attachment, or providing information.

Professional Workplace: A work environment where employees are expected to conduct themselves with a high level of respect and integrity, demonstrating appropriate behavior, communication, and appearance, while producing quality work for both internal and external customers.

Spam: The abuse of electronic messaging systems to indiscriminately send unsolicited bulk messages.

POLICY

1. General Information:
 - a. Customer service is found in many areas at the CCB. Examples include phone, mail, in-person, partners, internal services, etc.
 - b. We provide customer service verbally, visually, electronically, and in writing.
2. Topics covered:
 - a. Professional Workplace,
 - b. Standards for Customer Service,
 - c. Inclusive Customer Access, and
 - d. Responsiveness.

PROFESSIONAL WORKPLACE

CCB staff and volunteers shall ensure all communications are respectful, professional, and supports the values and mission of Oregon state government and the agency.

STANDARDS FOR CUSTOMER SERVICE

The following standards will be implemented agency-wide to ensure quality customer service.

- Every year each employee must review and sign to acknowledge the CCB's Code of Conduct policy established in 2021.
- Develop a culture that seeks out, develops, implements, and prioritizes customer service improvements when processes change or when customers interact with the agency.
- Establish and post minimum operating hours that include staff and resource availability, agency key performance measures, and Community needs.
- Post customer service contact information on its website. Agency contact information shall, at minimum, include customer service phone number(s), office location(s), walk-in service location(s), mailing address(es), hours of operation, and instruction on how to schedule an appointment (if applicable). All email addresses listed on a website must be active and responsive as outlined later in the policy.
- CCB Managers or the Website Advisory Group will meet monthly to ensure the website, including but not limited to agency contact information, remains up to date.
- Post any scheduled closures deviating from the agency's posted hours of operation on all communication channels in advance of the closure, including voicemail(s), call center phone message, email and the Board website. The website will include a direct link to the Department of Administrative Services (DAS) website to inform customers of observed State holiday schedule. In extremely rare cases the CCB may choose to utilize a media advisory, if appropriate.

- Post any unscheduled closures deviating from the agency’s posted hours of operation on all agency communication channels including voicemail(s), call center phone message, email, and the Board website. The website will be as accessible as possible and kept up to date with relevant information, including a banner across the Home page detailing the unplanned closure. In extremely rare cases the CCB may choose to utilize a media advisory, if appropriate.
- Offer a variety of options for customers to communicate with the CCB during standard business hours including in-person, phone, in writing, virtually, and webform submissions, when possible.

INCLUSIVE CUSTOMER ACCESS

CCB shall provide inclusive customer access by complying with:

- The Americans with Disabilities Act (ADA),
- Enterprise Information Systems’ (EIS) [E-Government Guidance](#), and
- Agency policy and practice on use of language interpretation for individual communication.

Additionally, the CCB will:

- Strive to make public, printed material available in Spanish.
- Post as many CCB forms, communication materials, and instructions online for customers to utilize the translation tool.
- When necessary, use language translation services to communicate with a customer.
- Consider communication via mobile devices, strive to make the Board website and forms mobile friendly.

RESPONSIVENESS

The CCB strives to provide timely, professional and accurate information to its customers both in-person and electronically. This will be accomplished by:

	Section Specific	Agency Wide
Physical Office Location		Office hours will be Monday through Friday, 8a.m. – 4:45 p.m. unless there is a state observed holiday, building closure either planned or unplanned.
Electronic Communication	Licensing will acknowledge the receipt of an email using the automatic no-reply response setup in Outlook.	Staff, at minimum, should acknowledge receipt of email within one business day. This does not include phishing and spam interactions. If an employee is unable to reply within this timeframe, an emphasis will be

		<p>given on Out-of-Office replies to ensure maximum compliance.</p> <p>After an initial inquiry, staff does not need to respond within one business day. A different response time is appropriate if the standards for customer service are being met.</p> <p>The agency will follow an offboarding practice 30-days prior to a staff members leave.</p>
Audio Communication	N/A	<p>CCB Call Center is available from 9a.m. to 4 p.m., Monday through Friday and is cleared out by the end of every day.</p> <p>Staff, at minimum, should acknowledge receipt of a voicemail within one business day. This does not include phishing and spam interactions.</p> <p>After an initial inquiry, staff does not need to respond within one business day. A different response time is appropriate as long as the standards for customer service are being met.</p> <p>Voicemail boxes or Call Center messages have a standard greeting and will be updated as needed. An alternative means of contact (i.e. email or the website) should be offered.</p>
Paper Communication	N/A	<p>CCB's standard practice is to open all incoming mail and route to the appropriate section(s) daily and</p>

		timely. All payments made to the CCB must follow the guidelines set forth in the Oregon Accounting Manual, Administration of Public Funds, or Oregon State Treasury.
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SERVICE GOALS

The following service goals will be used to identify areas where the CCB can improve, both short-term and long-term, and will be prioritized:

- Call Center response times,
- New application processing times,
- Close Compliance files within 40 days to meet our key performance measure target, and
- Close Dispute Resolution files within 155 days to meet our key performance measure target.

If you have any questions, please reach out to Chris Huntington at Chris.Huntington@ccb.oregon.gov.