



Employment Relations Board

Customer Service Policy

Applicability

This policy applies to all employees of the Employment Relations Board (ERB). It establishes customer service expectations and minimum standards for responsiveness.

Definitions

Customer – ERB’s customers include all Oregon public employers, public employees, and labor organizations representing or seeking to represent public employees.

Customer Service – At ERB, customer service is defined as the support, guidance, response, and courtesy provided to every person who interacts with ERB.

Professional Workplace Communication – Professional workplace communication is respectful, accessible, and clear, fostering a meaningful exchange of information and ideas. It includes verbal, written, electronic, and behavioral communication. Written communication is clear and understandable. At ERB, employees prioritize equity, inclusiveness, tone awareness, accessibility, authenticity, and dignity when communicating with colleagues and the public.

Services – ERB’s services prioritize its mission to provide timely and impartial resolution of disputes arising under the Public Employee Collective Bargaining Act, the State Personnel Relations Law, and the Oregon Private Sector Labor-Management Relations Law.

Point of Contact

For inquiries related to this policy please contact:

Juril Stover, ERB Business Operations Manager
Phone: (971) 707-0995

Email: Juril.V.STOVER@erb.oregon.gov

Operating Hours

ERB services will be available during regular business hours from 8 a.m.–5 p.m., Monday through Friday, except for State holidays, inclement weather, or unplanned office closures. ERB's physical office space is open to the public by appointment.

The Employment Relations Board Case Management System is available to users 24 hours a day and is monitored during regular business hours.

Websites will be maintained and kept up to date with relevant information regarding customer service phone numbers, office location, mailing address, and hours of operation, including inclement weather and unplanned office closures in accordance with the Department of Administrative Services policy on Temporary Interruption of Employment [60.015.01](#).

Customer Service Mission and Strategy

ERB is committed to providing customers with fast, reliable, efficient, and transparent responses to requests. In doing so, ERB expects employees to use active listening, empathy, and adaptability in each customer service interaction. ERB is committed to its responses to inquiries being timely, professional, and respectful.

ERB's customer service strategy will be incorporated into its Strategic Plan.

Employee Expectations

ERB employees shall, at a minimum, acknowledge receipt of voicemail, text message, and email within one business day. This does not include phishing and spam interactions. Employees unable to reply within this timeframe due to absence shall update their voicemail greeting and email autoreply with details about their return and an alternate contact name, phone number, and email of a person who can provide responsive assistance while the employee is not available.

ERB shall routinely review mail procedures to ensure all paper mail is opened, routed and acted upon timely, as determined by ERB.

In addition to the initial acknowledgement within one business day, the applicable ERB employee shall strive to fulfill any request as quickly as possible and shall provide timely updates when any request remains outstanding.

Although ERB strives to be as responsive as possible, certain requested information may not be disclosable under public records laws or may otherwise be confidential. This policy does not apply to requests for such information. Likewise, nothing in this policy replaces timelines set forth

in statutes, administrative rules, rulings, or orders by Administrative Law Judges or the Board. This policy also does not apply to adjudicatory matters in the investigative stage or matters under consideration by an Administrative Law Judge or the Board.

Workplace Interactions

ERB strives to foster an environment where professional workplace communication is used in every interaction whether verbal, written, or behavioral. All ERB employee interactions with customers and colleagues should adhere to the following principles:

- Accessibility – a live person is always better than a voicemail
- Listen actively – ask questions and seek information before problem solving
- Responsiveness – respond to customer or colleague requests quickly and accurately
- Accountability – take responsibility for making mistakes; seek solutions rather than blame
- Effective communication – communicate clearly and concisely verbally and in writing
- Respect – treat each person as you would like to be treated

When applicable, ERB employees are encouraged to use simple language and avoid technical terms and jargon that may be unfamiliar to customers.

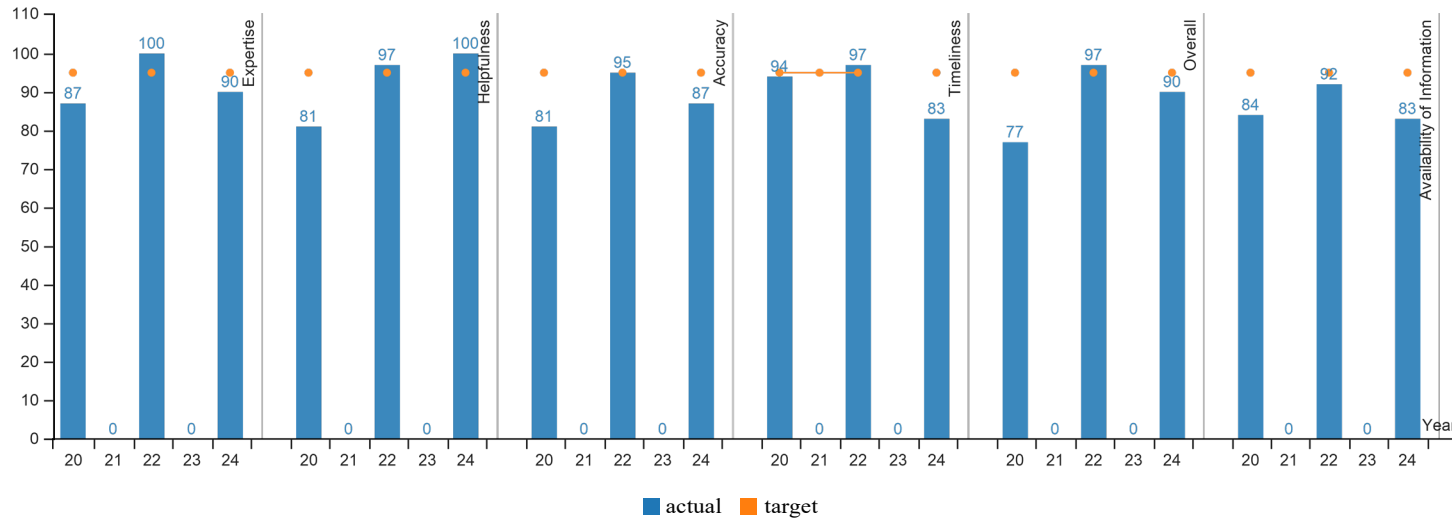
Performance Measurement

ERB will keep a record of public records requests, including acknowledgment and response times. For other inquiries or general requests, the contacted employee shall do the same. Nothing in this policy requires the duplication of any information already maintained and logged in the agency's Case Management System.

Supervisors should include customer service evaluations during quarterly check-ins and annual performance evaluations to ensure that employees are meeting the expectations set forth in this policy.

ERB will also measure its performance via its customer satisfaction survey as part of the agency's Key Performance Measures. Our most recent KPM survey results are included here.

KPM #7	Customer Satisfaction - Percent of customers rating their satisfaction with the agency's customer service as "good" or "excellent": overall, timeliness, accuracy, helpfulness, expertise, and availability of information.
	Data Collection Period: Jul 01 - Jun 30



Report Year	2020	2021	2022	2023	2024
Expertise					
Actual	87%		100%		90%
Target	95%		95%		95%
Helpfulness					
Actual	81%		97%		100%
Target	95%		95%		95%
Accuracy					
Actual	81%		95%		87%
Target	95%		95%		95%
Timeliness					
Actual	94%		97%		83%
Target	95%	95%	95%		95%
Overall					
Actual	77%		97%		90%
Target	95%		95%		95%
Availability of Information					
Actual	84%		92%		83%
Target	95%		95%		95%

How Are We Doing

As of the last recorded survey the agency has missed its target in the two categories of "Availability of Information" and "Timeliness". It is in the yellow for "Accuracy". It was in the green in "Expertise", "Helpfulness", and "Overall".

Factors Affecting Results

The survey results are affected by a variety of factors, including: the small sample size of the returns, agency performance, an unfavorable result in a matter before the agency, and external economic circumstances.

Inclusive Customer Access

For customer service inquiries, customer access will comply with the Americans with Disabilities Act and Enterprise Information Services E-Government Guidance. The agency will provide language interpretation when requested. Additionally, the ERB will offer a variety of communication choices to customers when possible, including, telephone and video calls, email, and webform submissions.

The ERB Customer Service Policy can be accessed on our website at <https://www.oregon.gov/ERB/Pages/Index.aspx>. The ERB Business Operations Manager will perform quarterly reviews to ensure contact information on the ERB website is kept up-to-date.

References

[Enterprise Information Services E-Government Guidance](#)