



OGEC HR Policy

SUBJECT: Customer Service Policy

NUMBER: 100.01.01

DIVISION: Oregon Government Ethics Commission

EFFECTIVE DATE: 04/03/2025

APPROVED: Susan Myers, Executive Director

**POLICY
STATEMENT:**

This policy supports the Oregon Government Ethics Commission (OGEC) and its staff in promoting trust in Oregon state government and evaluating quality customer service in daily operations by planning for and delivering accessible, timely, and responsive customer service.

APPLICABILITY:

All employees, including temporary employees and volunteers, and others working in the agency.

ATTACHMENTS:

[DAS Policy 107-001-040](#)

[DAS Enterprise Values and Competencies](#)

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

[OGEC Key Performance Measures](#)

DEFINITIONS:

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

Core Customer: Any member of the public requesting guidance on Oregon Government Ethics Law, Public Meetings Law, or Lobby Law, Oregon lobbyists and their clients, and all Oregon public officials.

Customer Facing: State occupied location open to the public.

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

Key Performance Measures (KPM): Performance measures designed to improve the efficiency and effectiveness of state programs and services.

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.

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

POLICY:

This policy addresses how OGEC defines customer service and describes how OGEC outlines its customer service strategy. This policy does not anticipate every situation that might occur but addresses the expectations of how the agency and its staff will communicate and interact with its internal and external customers.

- 1) Customers have a right to timely and helpful customer service as defined above. In all cases, the overarching goal is to provide the best customer service to everyone who interacts with the agency.
- 2) OGEC will respond to all initial customer inquiries within one business day acknowledging the receipt of their communication. If the response requires additional action, then an approximate timeline will be provided to the customer indicating when they can expect to receive the substantive response. If responses take longer than 7 days, additional updates will be communicated to the customer.
 - (a) Certain requests are expected to be responded to immediately. This includes drop-in visits or telephone calls seeking guidance, including calls during the periods of filing deadlines, such as when Annual Statements of Economic Interest or Quarterly Lobbyist filings are due.
 - (b) Written requests for advice will be completed on the following timelines:
 - i. Informal email advice will be issued in 3 to 5 days.
 - ii. Informational letters of advice will be issued in 7 to 10 days.
 - iii. Per ORS 244.282, staff advisory opinions will be issued within 30 days, unless the executive director extends that period by an additional 30 days.
 - iv. Per ORS 244.280, commission advisory opinions will be issued within 60 days, unless the commission extends that period by an additional period of 60 days.
 - (c) Written complaints will be responded to in accordance with the timelines set forth in ORS 244.260 and OAR 199-008-0035(3). An automated response is provided to complainants immediately upon receipt of the complaint. OGEC will notify a respondent that a case has been opened no later than two business days after a complaint is received. If a case is not opened, OGEC will notify a complainant within ten days that the information submitted is insufficient to open a case and the reasons why, and the nature of information that would be needed if the complaint were to be resubmitted.
 - (d) Email receipt responses are added to all general OGEC email accounts identified below. These responses confirm that the email has been received, and, where applicable, when a response from a staff member can be expected. Email accounts have at least two staff persons assigned to monitoring the accounts to ensure responses are timely provided. These email accounts include:
 - i. Mail@ogec.oregon.gov
 - ii. Media@ogec.oregon.gov
 - iii. Pbgr@ogec.oregon.gov
 - iv. Rulemaking@ogec.oregon.gov
 - v. Commission@ogec.oregon.gov
 - vi. Training@ogec.oregon.gov
 - (e) Staff will use out of office messages for periods of time when they are on leave, working offsite, and attending Commission meetings. Out of office messages will include the time period staff members expect to be unavailable and contact information for an alternate contact.

- 3) OGEC staff, volunteers, and Commissioners will use respectful and inclusive language when interacting with internal and external customers to help maintain a professional work environment.

To ensure all interactions, including written, telephone, electronic and in-person, are respectful, personnel will take the following actions:

- (a) Refrain from using profanity.
- (b) Refrain from using insensitive language that could exclude or offend.
- (c) Use self-identification terms and language.
- (d) Use language that focuses on the person, not their characteristics.
- (e) Use universal phrases instead of idioms, industry jargon, and acronyms.

OGEC staff will continue to take all required training from DAS and any recommended training from the Office of Cultural Change to help foster a culture of inclusivity and customer service.

- 4) OGEC will ensure accessibility of our products and services in compliance with ADA and Enterprise Information Services (EIS) E-Government guidance. This includes continued updates of the website and OGEC produced documents.
- 5) OGEC will work with the Department of Administrative Services (DAS) and other agencies to increase access to OGEC information and documents in additional languages and universal communication options by:
 - (a) Updating OGEC's website with a point of contact for requests for resources in additional languages or accessibility needs.
 - (b) Researching and coordinating with other smaller agencies to find budget friendly options for additional language resources.
 - (c) Updating OGEC's most frequently referenced documents in additional languages such as Spanish.
- 6) OGEC will maintain updated staff and agency contact information on its website. The contact information includes phone numbers, walk-in service location, mailing address, operating hours, minimum operating hours for customer-facing services, and instructions for scheduling agency services.
 - (a) The Agency Programs Administrator will maintain and update the staff and Commission contact information on the website within one week of appointment dates.
 - (b) The staff assigned to update website content will do a quarterly audit of the website to ensure that the contact information is still current.
- 7) OGEC will use an annual customer satisfaction survey to monitor and evaluate our Key Performance Measures. These performance measurements will be compiled in an annual report that is available to the public on our website. The legislatively adopted Key Performance Measures goals for OGEC are as follows:
 - (a) Overall Customer Service – Target goal of 95.
 - (b) Timeliness – Target goal of 90.
 - (c) Accuracy – Target goal of 90.

- (d) Helpfulness – Target goal of 95.
 - (e) Expertise – Target goal of 95.
 - (f) Availability of Information – Target goal of 90.
- 8) OGEC will collect feedback on customer and stakeholder experiences throughout the year. Additional feedback & monitoring mechanisms include:
- (a) Annual Executive Director Review.
 - (b) Post Training Feedback Surveys.
 - (c) Customer Satisfaction Survey Link listed on website continuously.
 - (d) Quarterly Newsletter.
- 9) OGEC will use standard and approved methods when communicating with constituents. OGEC will not spam or send unwanted communications but use implied consent to send requested and required communications. All communications will be sent using the Electronic Filing System (system-generated communications) and GovDelivery (quarterly newsletters and bulletins).
- 10) OGEC's social media accounts will reflect OGEC's customer service policy and maintain a respectful and professional tone that is inclusive for all Oregon's constituents. OGEC's social media accounts include:
- (a) [LinkedIn](#)
 - (b) [X](#)
 - (c) [Bluesky](#)
 - (d) [YouTube](#)

For questions or concerns with regards to OGEC's Customer Service Policy, please contact the OGEC's Agency Programs Administrator, Becky Maison, at 503-378-6803 or becky.maison@ogec.oregon.gov