



Customer Service Policy

Oregon State Board of Architect Examiners

Revised June 6, 2025

Policy Statement

The Board is committed to providing quality customer service in daily agency operations and planning through accessible, timely, and responsive customer service. Staff should ensure all communications are respectful and professional and supports the values and mission of Oregon state government and the agency.

The purpose of this policy is to ensure prompt, effective, and accessible customer service, reinforcing trust and satisfaction through clear communication and timely responses. The goals are to:

- Provide universally accessible and inclusive communication.
- Cultivate an equitable and professional customer service culture.
- Continuously collect and act on customer feedback.
- Implement ongoing improvements to enhance service quality.

Applicability

This policy applies to all employees of OSBAE, a small agency of four staff members, and governs all interactions with customers and stakeholders.

Definitions

- **Customer:** Any individual or entity interacting with OSBAE.
- **Customer Service:** Timely, respectful, accessible, and solution-oriented interactions.
- **Professional Workplace Communication:** Inclusive, respectful, and mission-aligned communication.

Policy

The Board commits to the following customer service standards which also serve as key performance metrics supporting the Department of Administrative Services (DAS) policy #107-001-040.

1. Customer Accessibility

- OSBAE complies with the Americans with Disabilities Act (ADA) and, where possible, E-Government Guidance to ensure accessibility.
- Alternative communication options (e.g., phone, email, video calls, and webforms) will be provided where feasible.
- Contact information, including phone numbers, office addresses, operating hours, and scheduling instructions, will be updated on the agency's website.

2. Responsiveness

- All customer inquiries (email, voicemail, or web messages) will be acknowledged within one working business day.
 - Staff out of office will set up automatic replies with return details and an alternative contact.
 - Mail, including paper correspondence, will be promptly opened, routed, and acted upon.
- 3. Professional Workplace**
- All communications will reflect the agency's values of inclusivity, respect, and professionalism.
- 4. Service Strategy and Continuous Improvement**
- The agency's customer service strategy will include regular feedback collection, service level goals, and the use of data to identify areas for improvement.
 - Root causes of frequent inquiries will be analyzed, and solutions will be implemented to reduce repetitive issues.
- 5. Operating Hours and Availability**
- The agency will maintain [minimum operating hours](#), posted on its website, for customer-facing services, considering resources and community needs.
 - Updates on closures or adjusted hours will be communicated promptly across all channels, including the website, voicemail, and DAS as required.

Accountability

The policy will be available on the agency website. The Executive Director will manage inquiries related to this policy and ensure compliance.

Review and Updates

This policy will be reviewed periodically, and updates will be made to reflect changes in customer needs or operational capacities.

Key Performance Measures

- 1. Customer Feedback**
 - **Definition:** Number of customers expressing concern about agency services.
 - **Target:** less than 5 per fiscal year.
- 2. Agency Operations**
 - **Definition:** Number of days when the agency was unable to meet its posted availability.
 - **Target:** less than 5 per fiscal year.
- 3. Customer Accessibility**
 - **Definition:** Number of days to update website contact information when changes occur.
 - **Target:** within 5 business days.

For questions or feedback regarding this policy, please contact:

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