


Oregon Public Employees Retirement System	Posted date	Number 1.03.10.01.001.POL
Signature 	Approval date April 25, 2025	Page 1 of 3
Policy: Customer Service Policy		
Objective: To establish internal and external service standards to elevate quality customer service in the agency's daily operations by planning for and delivering accessible, timely, and responsive customer service.		
Reference: DAS Enterprise Customer Service Standards (107-001-040)		

POLICY STATEMENT

PERS is, given its mandate, a customer-service focused agency. The core customers of PERS are the more than 415,000 members of the PERS benefit plans and the 900 plus PERS-participating employers.

Additionally, PERS has regular interactions with various union and employer groups that represent the members and participating employers. PERS also interacts with state with legislators, legislative staff, and staff from other executive branch agencies.

PERS' approach and high-level guidance to customer service is articulated through its stated mission, shared vision, core values, and operating principles: <https://www.oregon.gov/pers/pages/mission-statement.aspx>.

The agency's strategic plan articulates PERS' goals and objectives with a focus on enhancing service capabilities: <https://www.oregon.gov/pers/Documents/Strategic-Plan.pdf>.

This policy articulates the approach and expectations related to serving our customers.

RESPONSIVENESS

Professional workplace communication is the baseline expectation for how staff inform, interact, or transact both between employees or between employees and stakeholders in a work environment, using verbal, written, visual, or digital methods. This ensures consistent understanding of the topic being communicated. Professional workplace communication should be factual, concise, and timely. PERS also ensures that communications are inclusive and respectful and supportive of the [values of Oregon state government](#).

Agency employees shall, at a minimum, acknowledge receipt of voicemail, text message, and email (including web messages, if applicable) within one business day. This standard applies to both internal

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and external 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, and email of who can provide responsive assistance while the employee is not available.

ACCESSIBILITY

PERS works to ensure compliance with the Americans with Disabilities Act (ADA) and Enterprise Information Services' e-Government provisions. The PERS website is regularly reviewed to meet ADA provisions.

Additionally, PERS has a dedicated teletypewriter (TTY) process. We also accept relay services like 711.

PERS utilizes vendors that perform live language translation services to assist members. When requested, PERS enables American Sign Language translation for member presentations or other scheduled appointments.

The following information is posted on the PERS website:

<https://www.oregon.gov/pers/Pages/index.aspx> to ensure members and other stakeholders are aware of our location, services, and operating hours. These links are reviewed and updated regularly, including providing details around service interruptions due to inclement weather or other factors.

Member Services hours

8:30 a.m. to 5 p.m. Monday through Friday.

888-320-7377 (toll free)

503-603-7766 (TTY)

<https://www.oregon.gov/pers/Pages/Submit-a-Question.aspx>

Mailing address

PO Box 23700

Tigard, OR 97281-3700

Headquarters

8 a.m. to 5 p.m. Monday through Friday.

11410 SW 68th Parkway

Tigard, OR 97223

[Directions to the Tigard office](#)

PERS provides this link for contact information related to the PERS Health Insurance Plans:

<https://www.pershealth.com/contact/>

PERS provides this link for contact information related to the Oregon Savings Growth Plan:

<https://www.oregon.gov/pers/mem/Pages/Oregon-Savings-Growth-Plan.aspx>

SERVICE STANDARDS

Through the PERS Outcome-Based Management System (POBMS), the agency established a robust set of service standards related to both service processes and service outcomes. Measures are developed for each section within the agency. Measures are reviewed monthly by divisional management and quarterly by all agency management. Additionally, results are shared with the PERS Board on a semiannual basis.

All measures are reviewed regularly and consider resourcing, enabling technologies, and complexity of workload. A POBMS council has been established to work with process managers to regularly review and, when appropriate, ensure standards are representative of the work involved.

PERS has long-established annual survey methodologies in place to monitor interactions by both members as well as employers. These results are presented to the PERS Board on an annual basis.

PERS also surveys members who go through the retirement process, as well as for our one-on-one and group education sessions. These survey results, combined with our regular review of POBMS service scores, ensure a high quality of service to members and participating employers.

PERS has eight legislative key performance measures (KPM) that are reported through to the Legislature annually. As part of the biennial budgetary process, PERS also requests changes to KPMs to ensure alignment with the agency's capabilities.

POINT OF CONTACT

This policy can be found [here](#). For enquiries regarding this policy, please contact the PERS Director's Office: Directors.Office.Admin@pers.oregon.gov.