

Performance Expectations

By Mayor Randy Watts – 2009

1. **Customer Service** – All employees need to give excellent customer service. Our customers are the reason we are here. Excellent customer service means exceeding, not just meeting the customers' expectations. Our customers are those persons that contact us and also those that silently support the services, codes, and regulations that we administer in their behalf.
2. **Efficiency** - All employees need to be mindful that we work for the citizens of Logan. The funding we receive comes from those citizens. We must find ways to reduce costs while providing the best service.
3. **Punctuality** – All employees, whatever discipline we perform for the City, need to be punctual out of courtesy for fellow employees, our citizen base, and to our oath of employment.
4. **Cleanliness** - All employees need to continually work on keeping their work space clean and organized. Vehicles and equipment must be maintained and cleaned regularly.
5. **Personal Appearance** - All employees need to maintain proper appearance to reflect our professionalism as a City, no matter what the discipline.
6. **Attitude** - An employee's attitude needs to be positive, polite and courteous to their fellow employees and citizens, and to have a good work ethic.
7. **Interdepartmental Relations** - All departments make up the function of the City and we need to maintain a good relationship amongst our departments for the common good of all.
8. **Vigilance** - All employees need to take ownership and accountability for their own job assignments and areas of responsibility. In addition, take the initiative to be pro-active and help others succeed in fulfilling their commitments.
9. **Effectiveness** - As employees we all need to fulfill our job assignments with expedience, remembering quality and exactness.
10. **Health & Safety** – As employees we need to continue our focus on personal wellness and on a safe and accident free work environment.

As your Mayor, I will continue to work on compensation for your efforts. In return, I expect employees to give his or her best effort to the City of Logan.