

CUSTOMER SERVICE

Mike Lonergan

Pierce County Assessor-Treasurer

SURVEY SHOWS CUSTOMERS ARE JUST “WHELMED” BY CUSTOMER SERVICE

29%

► Missed their expectations

62%

► Met their expectations

5%

► Exceeded their expectations

“Better
Every
Day”



➤ AT THE
COUNTER

ON THE
PHONE

LIVE
CHAT/TEXT

IN PUBLIC

10

Assessor
Customer
Service
Skills

Respect

Patience

Concern

Empathy

Flexibility



Effective Listening

Responsibility

Positive Attitude

Decisiveness

Process knowledge

Several thin, white, parallel diagonal lines are positioned on the right side of the slide, extending from the middle towards the bottom right corner.

- ▶ Hours and Location
- ▶ Mailing Address
- ▶ Appealing Value
- ▶ Destroyed Property
- ▶ MH Title Elimination
- ▶ Senior & Disabled Exemptions
- ▶ Mailing Address Change
- ▶ Name Change
- ▶ Property Valuation
- ▶ Map with Property Lines
- ▶ How Taxes are Calculated
- ▶ Appealing Value

F. A. Q. 'S

- ▶ Recording questions
 - Vehicle licensing
 - Marriage license
 - Business license
 - Pet license
 - Where to Transfer Title for Vehicles
 - How/Where to obtain a Passport
 - Zoning Questions
 - Where to obtain a Building Permit
- ▶ Reporting Violations
 - Alarm permits
 - Voting Information
 - Traffic Infractions
 - inability to serve on Jury Duty
 - How to obtain Order of Protection
 - Non emergency Sheriff number
 - Federal Tax questions
 - Sales Tax questions

“OTHER” QUESTIONS

SOFTWARE ACCESS TRAINING CHECKLIST

- ▶ Parcel Search
- ▶ Value Search
- ▶ Tax Payment Search
- ▶ Mobile Home moves
- ▶ Address Changes
- ▶ Name Changes
- ▶ Segs/Combinations
- ▶ Exemptions
- ▶ Appeals



T OGETHER
E VERYONE
A CHIEVES
M ORE

Three white diagonal lines of varying lengths are positioned in the bottom right corner of the image, extending from the right edge towards the center.

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