

CUSTOMER SERVICE

Mike Lonergan  
Pierce County Assessor-Treasurer

This slide features a light blue gradient on the left side containing the title 'CUSTOMER SERVICE' in white, uppercase letters. The right side has a solid dark blue background with the name 'Mike Lonergan' and his title 'Pierce County Assessor-Treasurer' in white text.

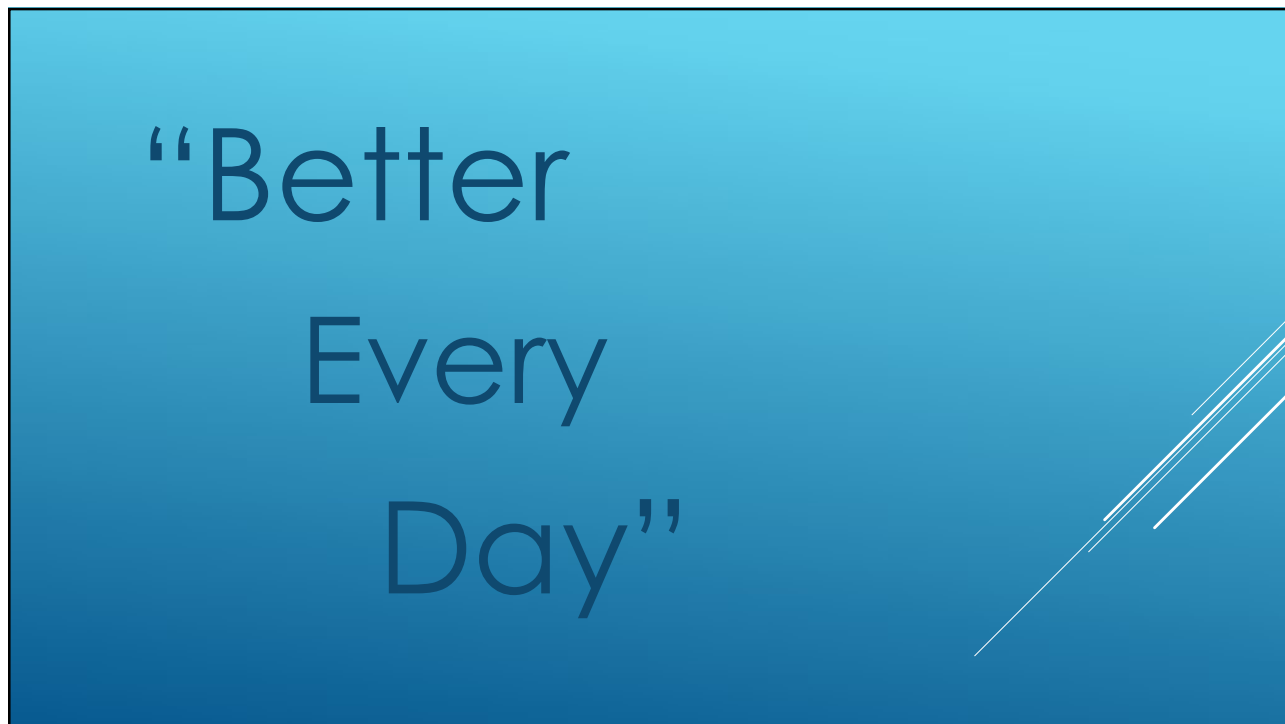
1

SURVEY SHOWS CUSTOMERS ARE JUST "WHELMED" BY CUSTOMER SERVICE

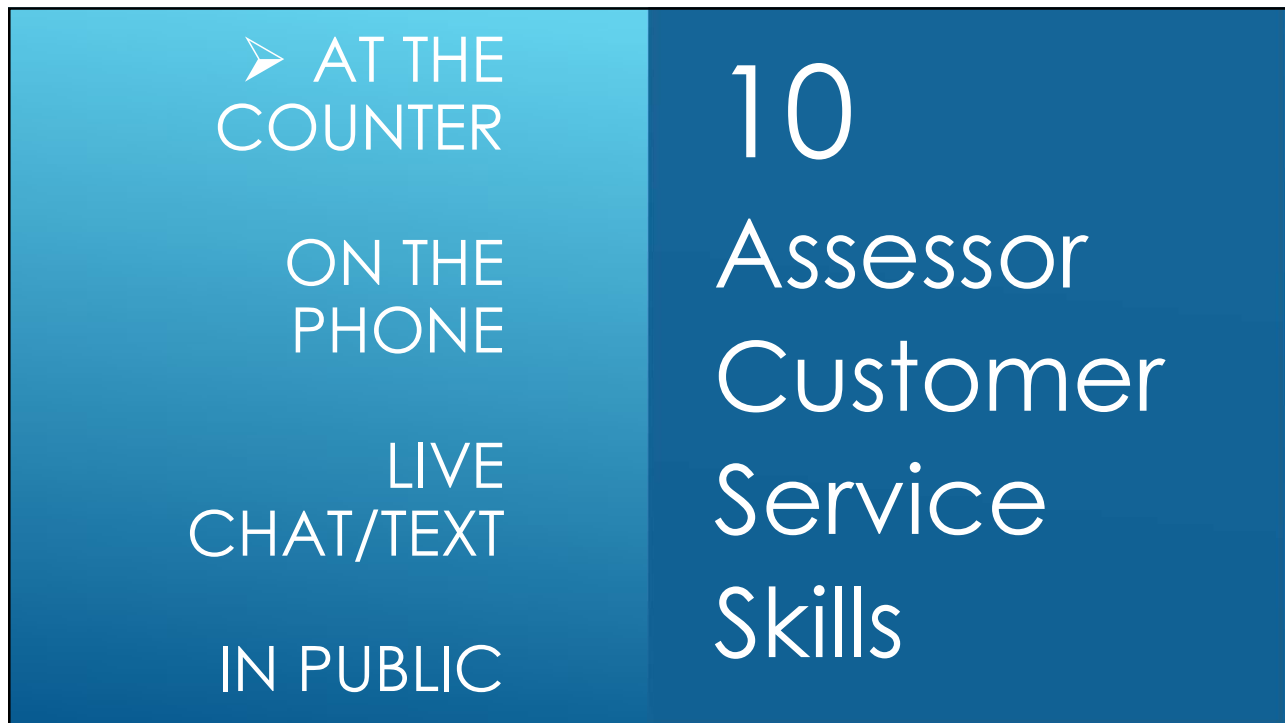
- 29%  
▶ Missed their expectations
- 62%  
▶ Met their expectations
- 5%  
▶ Exceeded their expectations

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2



3



4

Respect

Patience

Concern

Empathy

Flexibility

5

Effective Listening

Responsibility

Positive Attitude

Decisiveness

Process knowledge

6

- ▶ 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

7

- ▶ 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

8

## SOFTWARE ACCESS TRAINING CHECKLIST

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

9



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10

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