

## Corporate Service Standards: Communication Channels

Policy Number: CS.1-01

Procedure Number: CS.1-01-001

Sub-Topic: Customer Service

Topic: Corporate Standards

Applies to: All Employees

### Purpose

This procedure supports Corporate Service Standards: Communication Channels Policy #CS.1-01. It outlines Employee and Employer responsibilities for ensuring employees respond to work-related phone calls and emails received and set availability and location status contributing to customer service excellence.

### Procedure

#### Employee Responsibilities

- 1) Avail themselves of training opportunities that support corporate phone and email service standards and other internal collaboration software tools, i.e. MS Teams;
- 2) Adhere to the standards set out in the Policy;
- 3) Discuss with their immediate Supervisor/Manager any difficulties or barriers encountered in meeting corporate service standards.

#### Employer Responsibilities

##### Commissioners/Directors/Managers/Supervisors

- 1) Ensure that employees are aware of corporate communication channel service standards, and other corporate standards in general;
- 2) Provide training and coaching to help staff understand and meet the standards;
- 3) Hold staff accountable to these corporate service standards through feedback including the performance evaluation process.

### Cross-References

#### Corporate Policy

Disconnecting from Work Policy #HR.2-08

Future Forward Program – Work Arrangements Policy

Internet & e-Mail Acceptable Use Policy IT.1-01

#### Other Government Legislation

Working for Workers Act, 2021

## Contact

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## Details

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