Customer Service Framework
Office of Management & Finance

OMF's Mission:

To be a trusted business partner creating smart solutions for the City and our community.

Our priority is to deliver timely and responsive service to our customers, which include City employees, the City Council, and the greater community. Our customers rely on us to understand their business needs and provide thorough policy and operational guidance, so that they can focus on providing timely and effective service to the community.

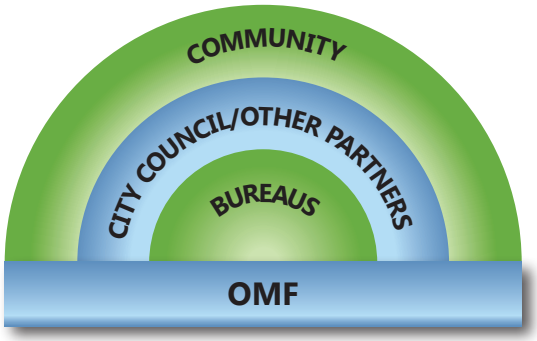
The Office of Management and Finance (OMF) consists of the bureaus of Human Resources (BHR), Internal Business Services (BIBS), Revenue and Financial Services (BRFS), Technology Services (BTS), and the Office of the Chief Administrative Officer (CAO).

OMF's Commitment to Customer Service

OMF is committed to understanding, meeting, and exceeding our customers' expectations.

OMF's Goal of Quality Customer Service:

- Deliver high quality services.
- Understand bureau business needs and interests.
- Respond to the City's changing business climate.
- Provide policy and operational guidance.
- Navigate through rules and regulations.
- Evaluate decisions with a cross-City perspective.
- Communicate its services and their value.
- Manage expectations.
- Balance divergent priorities.
- Interact thoughtfully and diplomatically.
- Respond with timely, comprehensive, and transparent analysis and communication.



PROVIDE	GUIDE	COMPLY
• OMF provides high quality services that are timely and accurate. • OMF looks for ways to efficiently deliver frequently requested information to customers.	• OMF listens to what the customer is trying to accomplish, and evaluates the best way for them to accomplish their objective. • OMF anticipates needs and identifies options that meet both short and long-term goals.	• OMF communicates the rules – and the reason behind the rules – while explaining a requirement. • OMF helps customers understand how policies and procedures serve bureau and City needs.

Examples of OMF Customer Service

We Provide

There are many ways that OMF provides responsive and easy to use services that meet the immediate, everyday needs of our customers.

- Place an online print order quickly and easily through Printing & Distribution's website.
- Access online payroll services, leave-tracking, and benefits information through SAP.
- Rent a City vehicle through CityFleet's online reservation system.
- Pay fees and taxes online through a secure payment application.
- Learn new skills and meet other employees in Citywide training.

We Guide

OMF listens to what the customer is trying to accomplish. We use our unique cross-City perspective to help bureaus evaluate options for complex business decisions, and the short and long-term implications of those options. OMF recognizes that there are many ways to reach a goal; not all processes have a one-size-fits-all approach.

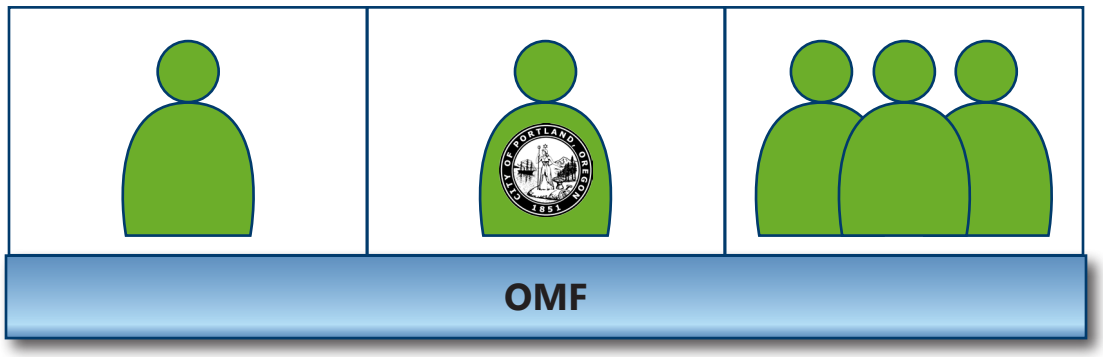
- Meet your employment needs through Human Resources workforce development and recruiting assistance.
- Implement new ways of recycling office waste and used office supplies.
- Analyze City vehicle usage to identify ways to save money.
- Improve workplace safety and reduce risks with advice from Risk Management.
- Use technology to improve your business processes through Technology Services' business consulting.

We Gain Compliance

We know that understanding rules and regulations and the reasons they exist can be daunting. OMF works with you and your bureau to navigate the policy and regulatory environment, helping you understand how these requirements serve you and the City.

- Collect revenue and make payments following sound financial management policies and practices.
- Understand civil service guidelines and labor agreements through the expertise of Human Resources.
- Maintain fair contracting processes and work towards City equity goals with the help of Procurement Services.
- Assist City Council in monitoring large technology projects with the help of the Technology Oversight Committee.
- Implement the upgrade and replacement of critical public safety systems.

Serving the Customer, the City, and the Community.



OMF will deliver timely and responsive service to the primary customer, while considering the effects our guidance will have for the larger community.

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