

CITY OF MARSHFIELD CORE VALUES

Professionalism • Integrity • Customer Service • Respect • Teamwork • Accountability

Employees of the City of Marshfield are expected to engage in appropriate behavior. The City's Standards of Behavior are examples of expected behavior and serve as a commitment to how we will treat each other and those we interact with based upon our core values. Our Standards of Behavior include, but are not limited to:

Professionalism

We conduct ourselves professionally in our work with the highest regard for our coworkers, citizens, and customers.
We choose to have a positive attitude.
We use appropriate language and tone at all times when speaking or sending emails.
We limit use of cell phone and internet for personal business/entertainment during work time.
We do not criticize or use negative body language towards citizens or coworkers.
We communicate in a professional and timely manner (i.e., generally answering voicemail and emails within 1 business day; using out of office email and voicemail when appropriate).
We use discretion in sending, responding to, and forwarding email.
We understand that texting for personal reasons is not acceptable while in meeting or in front of customers.
We refrain from personal conversations among employees within earshot of citizens.
We present ourselves in a professional manner-following the City's dress code, and wearing our ID badges where they can be easily seen.

Integrity

We hold ourselves accountable for our behavior and performance recognizing that our actions speak for the City.
We build trust by doing what we say we will do and being honest in our words and actions.
We act in the best interest of the City rather than our own preferences.
We resolve issues by first going directly to the individual involved.
We discuss issues only with those that need to know.
We take accountability for appropriate documentation of hours worked including lunch breaks, early arrivals and late departures.
We meet attendance expectations and do not abuse benefits such as sick leave.
We keep all interactions positive by not engaging in negative behaviors. (i.e., gossiping, non-verbal insinuations, undermining, etc.).

Customer Service

We acknowledge and greet every customer with a hello and a smile.
We recognize our customers are not an interruption; they are our reason for being here.
We anticipate and correct problems before they become complaints.
We listen to customers' concerns and look to resolve the concern rather than place blame on others.
We assist the customer or find someone who can-and follow up to ensure the customer's concern has been addressed.
We offer suggestions to meet our customers' needs and thank our customers for informing us of their concerns.
We display respect for every customer, regardless of their social, economic, or educational status.

Respect

We demonstrate an attitude of respect and common courtesy with everyone we encounter.
We respect other's cultural, religious and social backgrounds.
We respect the individuality, privacy, and dignity of citizens and colleagues.
We embrace diversity in the workplace.
We listen and think before we speak.
We use direct communication for complex problem solving, sensitive, or highly confidential issues.
We do not hold sidebar communications during meetings.

Teamwork

We welcome and nurture new co-workers.
We offer to help others when needed-including those outside of our department.
We arrive to work on time, and are on time for scheduled meetings and when returning from breaks.
We attend meetings, employee forums, and educational in-services when requested.
We are flexible and supportive and set an example of cooperation.
We are respectful of a quiet workplace.
We do not use "we/they" when discussing issues.
We embrace change by contributing and being open to new ideas. Further, we avoid using phrases like, "But that's how we've always done it" to negate change.
We help co-workers feel appreciated and valued and recognizing specific actions.

Accountability

We feel a sense of ownership and take pride in the jobs that we do.
We accept responsibility for our actions.
We are open to change and react positively.
We are fiscally responsible by not wasting time or City resources.
We never say "It's not my job" and accept additional responsibilities whenever possible.
We bring forward cost-saving ideas.
We hold ourselves accountable for getting our work done within deadlines.
We readily collaborate with colleagues of other departments to ensure the success of the City.
We look for ways to improve efficiency and effectiveness.
We maintain competence in our jobs, take advantage of opportunities to learn and develop new skills, and are responsible for maintaining our credentials/licensure.
We maintain our work areas in a neat and organized fashion and help to keep public areas clean and presentable.
We follow the City's rules, regulations, ordinances, policies, and procedures.