

SERVE STANDARDS

The Office of Human Resource Management believes strongly in the importance of excellent customer service and adheres to a set of values that will guide what we do and provide a clear statement to those we serve with our standards and expectations.

SERVE: Streamlined, Excellence, Responsiveness, Value, and Expertise

Streamlined

I will commit to an effective and efficient approach to serving our customers.

- Increase customer satisfaction and loyalty by improving operational effectiveness and staff productivity.
- Manage internal processes by attaining intra-department coordination and lay foundation of a strong organizational structure.

Excellence

I will guarantee quality service that meets or exceeds the customer's expectations.

- Commit to best practice in relation to all University policies and procedures.
- Take pride in our University community and our achievements and contributions.

Responsiveness

I will respond to all customer requests in accord with my resources and capabilities.

- Answer calls on or before the third ring. If unavailable to answer, have the phone roll over to someone who can answer.
- Average handling time for incoming calls should be three minutes or less.
- When voicemail is necessary or should a customer prefer to leave a voice-mail, return the call no later than the next business day. Every effort should be made to return calls the same business day.
- Respond to all e-mails, with a minimum of an acknowledgement by the next business day. If an e-mail request is expected to take longer than the next business day, the acknowledgement will provide a date when the requested information will be available.
- Should a customer inquiry require research or consultation, the team member asked will be responsible for consulting with the appropriate team member(s) and getting information back to the customer. In rare instances when it is best to forward the customer to another Human Resources representative, the person conducting the transfer will remain on the line until the other representative is reached and acknowledges that s/he can address the issue.

Value

I will exhibit behavior that reflects courtesy, respectfulness, responsibility, and professionalism at all times.

- Value each employee of the LSU Community as a unique individual and actively contribute to a positive work environment.
- Know the needs, wants, stereotypes, and emotions of each person of the LSU Community.

Expertise

I will stay abreast of the latest news, policies, and procedures critical to the University.

- Provide guidance and resources that are needed to recruit and retain the highly qualified and diverse employees of LSU.
- Take responsibility for providing answers to request to the best of my knowledge and skills.