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## PURPOSE AND SCOPE

Customer service is a shared value of the state workforce system and directly influences how the public perceives our organizations. Customer service is about learning and understanding what success means to your customer. Our customers are Floridians in search of jobs, career changes, learning new skills, and finding new opportunities. As you are accustomed, providing customers with what they need could involve reconfiguring a current service to better serve their needs. Listening, knowledge, communication, availability, and patience are the foundations of customer service.

As the CareerSource Florida network consistently demonstrates, every individual should be treated with dignity and respect at all times. It is important to recognize that individual needs are as unique and varied as the individuals themselves. Treat all situations fairly. Strive to exceed expectations and ensure that every interaction with a customer is reflective of a high-quality organization. Every experience is an opportunity to ensure a positive outcome. Customer service is a cornerstone of our network and our culture of excellence defined by quality, inclusiveness, collaboration and cooperation, transparency and accountability, and openness and candor.

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## DRESS CODE

Our mission is to assist Floridians with finding gainful employment. No individuals are turned away from services due to appearance, race, and/or gender. If an individual needs assistance in meeting a dress code requirement, please offer support services to educate and assist the individual with finding proper business attire. Many local workforce development boards utilize the assistance of community partnerships or have their own wardrobe assistance programs.

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## AVAILABILITY AND HOURS OF OPERATION

The Department of Economic Opportunity, CareerSource Florida, and CareerSource Florida network partners are responsible for carrying out the Governor's vision for the state's workforce system in support of the customers they serve.

Our network strives to provide excellent customer services to all Floridians. Comprehensive one-stop centers must be open to the public for walk-up service a minimum of 8 hours a day, Monday through Friday. As is common practice across the state, local career centers may establish other service hours or services by appointment at other times to accommodate the schedules of individuals who work during regular business hours. Your leadership may also choose to evaluate the needs of job seekers in their regions to determine if comprehensive one-stop centers should operate during weekend hours. Days and hours of operation should be clearly visible to the public.

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## CONTACTS

### Department of Economic Opportunity

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### CareerSource Florida

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