

# CCFMO Remote Plan Review Agreement

Date: October 16, 2023

City: \_\_\_\_\_ Acworth \_\_\_\_\_ Kennesaw  Powder Springs

## Remote Reviewer Assignment Scope

**Voluntary Assignment:** This assignment is voluntary and not of a permanent nature. Work assignments are made to accommodate the Fire Marshal's Office's (FMO) customer service objective(s). The FMO Command Staff may determine a personnel change is necessary at any time without notice if circumstances warrant a change. These circumstances may include but are not limited to communications with headquarters, feedback from city employees or applicants, work quantity or quality, or the need of the FMO.

**Meeting FMO and City Needs:** The assignment must align with the requirements of the FMO as well as the assigned City's objective to provide fire code compliance assistance in a standardized way.

### City Business Needs

- Meet with prospective businesses, contractors, residents, or information-seeking entities face-to-face.
- Provide customer service regarding fire and life safety code compliance.
- Provide guidance on FMO processes, inspections, and expectations.
- Answer questions that arise from the City Staff

**Office Hours\*:** Minimum office hours are expected at both the remote office and at headquarters.

- Days of the week at Fire HQs: Tuesday, Thursday
- Days of the week at the city review office as listed: Monday, Wednesday, Friday (7:00-16:00)

\*Unless an alternative schedule is approved.

**Customer Service:** Clear expectations of service delivery are outlined within Appendix A of this agreement. A key role of remote offices is to provide superior customer service as a customer service representative of the Fire Marshal's Office.

**Minimum Service Requirements:** Additionally, minimum service requirements are established to ensure quality and consistency.

- Maintain a daily log of activities.
- Make yourself available for all walk-in questions, whether the inquiry is related to a city project or unincorporated Cobb.
- Communicate with your supervisor and city staff so they know your schedule, any scheduled time off, and when unexpected circumstances cause your absence on a day, you would normally be working at their office.
- Verify / help develop solutions to all fire code compliance challenges within the city limits and unincorporated Cobb.
- Perform other duties as assigned by your FMO supervisor.

City Representative \_\_\_\_\_ Date \_\_\_\_\_

Selected Reviewer  \_\_\_\_\_ Date 10/16/23

Division Chief  \_\_\_\_\_ Date 10/16/23

Customer service is defined as the assistance and support provided by an organization to its customers before, during, and after an interaction. It encompasses a range of activities and processes aimed at ensuring customer satisfaction, resolving issues or inquiries, and building positive relationships between the organization and its customers.

Key aspects of customer service include:

**Communication:** Effective communication is essential in customer service. It involves listening to customer needs, providing information, and addressing questions or concerns promptly and clearly.

**Problem Resolution:** Customer service representatives are often tasked with resolving issues and complaints. This can involve troubleshooting problems, taking corrective actions, and providing solutions to rectify any mistakes or errors.

**Product Knowledge:** Customer service representatives need to have a deep understanding of the company's services to assist customers effectively and answer their queries accurately.

**Accessibility:** Customers should be able to reach the customer service team easily through various channels, such as phone, email, live chat, social media, or in-person support.

**Empathy:** Showing empathy and understanding towards customers' concerns and emotions is crucial in creating a positive customer service experience.

**Timeliness:** Responding to customer inquiries and providing guidance for code compliance in a timely manner is essential to maintaining customer satisfaction.

**Courtesy:** Treating customers with respect and courtesy is a fundamental aspect of good customer service. Politeness and professionalism go a long way in creating a positive impression.

**Feedback Collection:** Gathering feedback from customers is essential for continuous improvement. Customer service teams often collect feedback to identify areas for enhancement and make necessary changes.

**Problem Prevention:** Good customer service goes beyond just addressing issues; it also involves identifying potential problems and taking proactive measures to prevent them.

**Building Customer Loyalty:** Exceptional customer service can lead to professional respect during repeat business. Satisfied customers are more likely to become loyal advocates.

Overall, customer service plays a vital role in shaping a company's reputation and success, as positive customer interactions can lead to customer retention, referrals, and long-term business growth.