



City of  
**Fayetteville**  
North Carolina

## Criteria for Employee Recognition: Serving with R.E.S.P.E.C.T.

### Mission Statement

The City government provides municipal services that enhance the quality of life and make Fayetteville a better place for all.

The City Government is financially sound and provides a full range of quality municipal services that are valued by our customers and delivered by a dedicated workforce in a cost effective manner focused on customer service.

The City strives for well-designed and well-maintained infrastructure and facilities.

The City engages its residents and is recognized as a state and regional leader.



### Core Values

We, the Mayor, City Council, Managers, Supervisors and Employees serve with

- R**esponsibility
- E**thics
- S**tewardship
- P**rofessionalism
- E**ntrepreneurial Spirit
- C**ommitment
- T**eamwork

to safeguard and enhance the public trust in City Government.



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<p><b><u>SERVE:</u></b></p> <ul style="list-style-type: none"> <li>• Listening to customer needs and looking for creative ways to deliver service</li> <li>• Giving more than what our customer expects</li> <li>• Evaluating the outcome for our customer satisfaction</li> <li>• Delivering service in a courteous, responsive and enthusiastic manner</li> <li>• Managing positive outcome with difficult customer</li> <li>• Going the extra mile.</li> </ul>	<p><b><u>RESPONSIBILITY:</u></b></p> <ul style="list-style-type: none"> <li>• Taking personal responsibility for your behavior, actions and decisions</li> <li>• Defining clear performance expectations and taking responsibility for the process and the final outcome</li> <li>• Taking the initiative, anticipating potential problems and taking appropriate action</li> <li>• As a supervisor or leader, consistently taking responsibility for your team's performance and holding self and others accountable.</li> </ul>
<p><b><u>ETHICS:</u></b></p> <ul style="list-style-type: none"> <li>• Behaving consistently in an honest manner and giving 100% effort</li> <li>• Communicating in an honest, truthful manner and delivering on your commitments</li> <li>• Acting in an ethical and equitable manner and avoiding any perception of impropriety</li> <li>• Using the public trust to guide your actions</li> <li>• Using good judgment and making sound decisions.</li> </ul>	<p><b><u>STEWARDSHIP:</u></b></p> <ul style="list-style-type: none"> <li>• Placing the public interest above personal interest (putting work first)</li> <li>• Managing work activities and daily schedules to maximize use of resources and provide services that add value to the quality of lives of our residents.</li> <li>• Looking for ways to leverage City resources, maximize efficiencies and expand revenue</li> <li>• Taking proactive measures to protect City assets</li> <li>• Volunteering to advance the City's mission.</li> <li>• Developing ideas to save money or streamline processes.</li> </ul>
<p><b><u>PROFESSIONALISM:</u></b></p> <ul style="list-style-type: none"> <li>• Helping to develop the knowledge and skills of others through coaching and mentoring</li> <li>• Presenting a positive image for the City in your appearance and work space</li> <li>• Participating in professional or trade associations to enhance our ability to serve</li> <li>• Continuously learning about trends and best practices and maintaining professional and technical competence.</li> </ul>	<p><b><u>ENTREPRENEURIAL SPIRIT:</u></b></p> <ul style="list-style-type: none"> <li>• Challenging the status quo and willingness to develop and implement process improvements</li> <li>• Using technology to enhance productivity</li> <li>• Using innovative methods to provide service or resolve problems</li> <li>• Willingness to take a reasonable risk which may have positive return to the City.</li> </ul>
<p><b><u>COMMITMENT:</u></b></p> <ul style="list-style-type: none"> <li>• A personal commitment to the City's mission</li> <li>• Willing to adapt to our changing community and operating environment</li> <li>• Working with the community by listening to their needs and involving them appropriately</li> <li>• Promoting understanding among residents and employees of what is important to the City</li> <li>• Being accountable and taking ownership.</li> </ul>	<p><b><u>TEAMWORK:</u></b></p> <ul style="list-style-type: none"> <li>• Working together to accomplish the City's mission and build a sense of unity</li> <li>• Knowing and fulfilling your role and responsibilities to help your team achieve its goals</li> <li>• Cooperating and collaborating to define goals, to complete tasks to communicate and to resolve conflicts</li> <li>• Willing to pitch in and go beyond your defined role</li> <li>• Producing results through team work and emphasizing no "I" in TEAM.</li> </ul>