

Office of The:  
COUNTY MANAGER  
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1101 NEW YORK AVE.  
ALAMOGORDO, NM 88310

State of New Mexico  
County of Otero

Standard Operating Procedure 2012-02  
Customer Service Policy

All employees and volunteers of Otero County are expected to provide customers with responsive, consistent and effective service. Quality service will be delivered with respect for the needs and the diversity of all residents of Otero County. The term "customer" is defined broadly to include residents, taxpayers, co-workers, and the general public.

To achieve the provision of quality service, employees and volunteers will strive to:

- ✓ Respect the diversity in our community, and provide services to all customers in a fair and equitable manner.
- ✓ Deliver services and programs in a manner that protect the environment and the needs of future generations.
- ✓ Support the policies established by our local elected and appointed officials.
- ✓ Promote excellence within our organization.
- ✓ Identify creative and innovative approaches to serve customers.
- ✓ Carefully consider the knowledge and perspective of customers and respond to their ideas and concerns.

If you have any positive comments, questions or concerns about our services or programs, policies or procedures, or the manner in which a member of county staff treated you, please contact the department that delivers the service or the Manager's Office (575-437-7427 or via email at [pheltner@co.tero.nm.us](mailto:pheltner@co.tero.nm.us)). The staff in the County Manager's Office will refer your inquiry to the appropriate department or handle your request personally. We promise to respond to your concern in a timely manner.

A handwritten signature in black ink, appearing to read "P. Heitner".

Pamela S. Heitner  
County Manager

8-21-12  
Date