



Comhairle Chontae na Gaillimhe  
Galway County Council

NOAC – November 5<sup>th</sup> 2017

Focus: Customer Services Officers Group

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# Gaillimh - Galway

## *Life on the Edge*

County 179,390

Galway City 79,934

Combined Pop: 259,324

# Customer Services Officers Group (CSOG)

- ▶ First established in context of 2005-2009 CS Action Plan
- ▶ Comprises Customer Services Officers from Sections
- ▶ Nominees at Senior Level – AO's or SEO's. (Members: Finance, Roads, Environment, Planning, Library Service, Corporate, Housing, Head of IT)
- ▶ Also includes Oifigeach Forbartha na Gaeilge and Social Inclusion Officer
- ▶ Centralised Policy / Communication NOT Responsibilities – Quality Customer Services Strategy 2015-2019 & Charter
- ▶ Chaired by Corporate Services - AO and SEO attends.
- ▶ Reports to Executive Team



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# Customer Services Officers Group (CSOG) Role



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Needs?

Design/  
Adapt

Customers  
People  
Service

Listening &  
Learning  
CSOG

Do

Ombudsman  
FOI  
Complaints

Report

Track –

Increased  
Indicators

Resources

CRM

# Customer Services Officers Group (CSOG)

## Improves Services - Projects

Agreed Targets and Policy and Standards – Customer Charter

Central Register of Application Forms

[Customerservices@galwaycoco.ie](mailto:Customerservices@galwaycoco.ie) – Centralised Desk

Social Media FB 5601 Twitter 10,9k

Advertising Service – Advance notice for Councillors / Contact Booklet for Members

Web-site New Design – Compliance Sceim

Online Customer Comments

Customer Servics Pack for Staff / Desk

Call Volume Tracking & Phone Services Reports

Customer Survey

Colour Printing Review

Weekly What's Happening



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# Customer Services Officers Group (CSOG)

## Improves Services - How ?

Retains a Unit/Business/Operational Focus  
Responsibility for Customer Services is not centralised  
Linked to Operational Realities – Staff issues  
Forum for Learning, Listening  
Forum for Agreement on Policy and Input to Policy  
Sharing of Efficiencies – Examples  
Implementation of Scéim Teanga  
Social Inclusion



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