



Customer Service Standards

Section 121.91, Ohio Revised Code (ORC), requires that “Each state agency shall develop, and as it becomes necessary or advisable may improve, customer service standards for each employee of the agency whose duties include a significant level of contact with the public. The agency shall base the standards on the job descriptions of the positions that the employees hold in the agency.” Section 121.91, ORC, further requires that “the agency shall post its customer service standards, and any revisions therein, on its web site or, if the agency does not maintain a web site, on the state public notice web site.”

The Ohio Board of Nursing identifies customer service duties in employee Position Descriptions (“PDs”). All PD duties, including customer service, are reviewed annually in conjunction with the performance evaluation. PDs and customer service duties are updated as needed at that time.

The Board continues to incorporate customer service goals in employee performance reviews. Standards/goals are reviewed during the annual performance evaluation for employees for each performance review period. Goals related to each customer service duty, as identified in the employee’s PD, are included in the employee’s performance evaluation. Supervisors monitor employees’ success in achieving the implementation of the customer service standards through the performance evaluation process.

The Board also incorporates customer service standards in its Strategic Plan. Program Managers monitor and evaluate employees’ success in achieving the objectives of the strategic plan and report the outcomes on a semi-annual basis (April and September). Outcomes are presented to the members of the Board of Nursing for their review.