

Clerk of the Superior Court
Action Plan

Service Delivery

- *Management rewards exceptional service:*
Develop criteria for an individual department per month in identifying employee for “Exceptional Service/Performance”. Employee name and picture will be displayed. Present and recognize exceptional service/performance at annual office luncheon with a certificate.

- *Effective Communication among departments*
Conduct monthly meetings with Management and Supervisors to share and discuss issues, concerns and ideas. Utilize Clerk Intranet for announcements.

Job Satisfaction

- *Department is adequately staffed for the work we are asked to do*
Continue cross-training to enable sharing of staff among departments in need. When feasible, institute shift work.

- *Overall, morale is good among employees working for the County*
Encourage participation to County Employee Appreciation Day.
Submit departmental successes to County Newsletter.
Encourage attendance at County Events
Continue office potlucks and celebrations

Work Environment

- *Management recognizes me for the work I do*
Display visual measurable achievements by each department. Display results on Clerk Intranet. Also utilize the Employee Exceptional Service reward.

- *Management rewards innovation*
Reinstitute Employee Suggestion Box . Recognize suggestions that increase morale, productivity and service delivery. Information used to enhance processes will be submitted to Pinal County Newsletter, displayed on Clerk Intranet and be posted in department.

Training & Development

- *I know and understand the County Tuition Reimbursement Program*

Provide information during Clerk of the Superior Court Orientation for New Hires
Post on Clerk Intranet under Opportunities

- *New employee orientation provides all the information needed to do effectively start my job*
To ensure new employees have a better understanding of the entire organization and the role of each department, a video or power point presentation of work flow processes and list of departmental functions will be added to the Clerk of the Superior Court internal orientation.

Leadership

- *Management explains the thinking behind it's decisions*

Provide a written explanation of why a change or new policy is implemented. Information is initially discussed with Management at Monthly Management meetings, which in turn is to be discussed with front line staff immediately. Announcements will be posted on the Clerk Intranet.

- *Senior management frequently visits my department*

New employee is to be introduced to each Manager for personal welcome. Randomly attend departmental staff meetings. Visit with each department weekly. Interact with employees in a continuous manner.