

The Prince George's County Office of Community Relations celebrates National Customer Service Week

311 Call Center also celebrates five years of service to the Community

Upper Marlboro, MD - The Prince George's County Office of Community Relations is celebrating 2017 National Customer Service Week by recognizing the CountyClick311 Call Center. It is also the fifth anniversary of CountyClick 311, an initiative of County Executive Rushern L. Baker, III, to better connect County government to.

"Since opening five years ago, CountyClick311 has grown to be an essential resource for our residents and testament to better service from the Prince George's County Government to our residents," said County Executive Baker. "It has handled over 1,117,000 calls, emails, letters and walk-ins from residents. I urge more residents to utilize CountyClick311 and to make sure their friends, family, and neighbors in the County are aware of this wonderful service."

Customer Service Week is a national event devoted in recognizing the importance of customer service and to honoring the people who serve and support customers with the highest degree of care and professionalism. In 1992, the U.S. Congress **proclaimed** Customer Service Week as a nationally recognized event, celebrated annually during the first full week in October. This year's Customer Service Week theme is Building Trust™. The theme recognizes the importance of trust in forming strong, productive, and lasting relationships with citizens and coworkers.

Musa L. Eubanks, Director of the Office of Community Relations, states "Our team is committed to providing quality service and information to citizens. During our five years of operations, we recognized there are areas that need improvement. As a result, we added more customer service representatives to the team which has positively improved wait times. We implemented a new customer relationship management tool to make the process more efficient and implemented a formal quality assurance program to record calls which will be used for process improvement purposes. We made government more accessible for citizens as one of our goals. Receiving multiple letters, emails and phone calls of positive feedback regarding the. One week is not actually enough to recognize this group of hardworking and dedicated 311 Call Center team members."

We are inviting citizens and County employees to our 5th Anniversary by visiting the CountClick311 Call Center to tour the facility and learn more of what we do. We encourage you to visit our [website](#) for additional information.

WHO: Prince George's County Office of Community Relations

WHEN: Tuesday, October 24th, 2017, 1:00 -2:00 p.m.

WHERE: Prince George's County Administration Building
14741 Governor Oden Bowie Drive, Suite L-3
Upper Marlboro, MD 20772