

## City of Menlo Park Values Statement

The following values define and inspire how we work in the City of Menlo Park. They represent our core priorities and form the basis of our organizational culture.

- **Accountability**
- **Customer Service**
- **Teamwork**
- **Innovation**
- **Open Communication**
- **Nurturing Work Environment**

These values are put into practice everyday in the way we treat customers and each other and in the policies and programs supported by the organization.

### **Accountability**

We dedicate ourselves to:

- Follow through on our commitments
- Make decisions at the level closest to the customer whenever possible
- Take responsibility for our actions and pride in a job well-done
- Achieve the results stated in our performance plans and budgets
- Recognize and reward accomplishments
- Manage performance fairly and firmly

### **Customer Service**

We dedicate ourselves to:

- Provide high quality programs, services and projects that meet community needs
- Stay in touch with the public service spirit that is at the heart of local government
- Be caring, courteous and helpful in all customer interactions (both internal and external), even when it is not possible to satisfy customer requests fully
- Make ourselves available when customers call or visit
- Respond to customer questions and requests in a timely manner and make helpful referrals to other departments or agencies when appropriate
- Actively seek and value customer feedback

## **Teamwork**

We dedicate ourselves to:

- Build trust among team members and work across departments, programs and services to accomplish common goals
- Give our co-workers a helping hand and support each other's success
- Be flexible and open to new responsibilities
- Recognize and value the strengths and contributions of each team member
- Locate and develop future leaders within our organization

## **Innovation**

We dedicate ourselves to:

- Seek better ways to do things and not be bound by "the way we have always done it"
- Take informed risks and learn from our successes and mistakes
- Continually strive to improve efficiency and cost-effectiveness
- Seek opportunities to teach each other and to grow and learn as people and as an organization
- Recognize that there are times when change is necessary and be open to it
- Use technology to help us work smarter and provide better service to our customers

## **Open Communication**

We dedicate ourselves to:

- Be honest and respectful in how we communicate with each other
- Listen carefully and remain open to different perspectives
- Explain workplace policies, issues, and changes so we are well-informed and able to do our jobs
- Provide opportunities for employees to connect with each other, share information and offer input

## **Nurturing Work Environment**

We dedicate ourselves to:

- Follow safe work practices and maintain safe work spaces, reporting issues that arise
- Keep the workplace free from harassment
- Treat each other with dignity and respect
- Foster and celebrate the diversity of our workforce
- Present a positive attitude and make the City of Menlo Park a great place to work
- Work hard and have fun together