

Michigan Works! Customer Service Standards

Revised June 2009

The Michigan Works! Partners utilize the following Customer Service Standards as they provide services to business and job seeker customers:

1. Every telephone call will be returned as quickly as possible and no later than 2 working days
2. Routine information requests will be processed as quickly as possible and no later than 2 working days
3. Basic services to job seekers will be initiated upon customer contact
4. Basic services to employers will be initiated as quickly as possible and no later than 1 working day
5. Customer information will be entered on the appropriate electronic systems within the specified timelines depending on the information and electronic system.
6. Customers will be contacted to schedule an appointment as quickly as possible and within 5 business days.
7. The length of wait for an appointment will be no longer than 15 minutes, unless the customer is notified of a lengthier delay
8. Employer requests for applicant referrals or other services will be handled by the Contractor or transferred to appropriate agencies within the timeline specified by the employer.
9. Job search skill training (group or individual) will be available on a monthly basis (as applicable)
10. Customers will be treated with respect, courtesy and dignity by Michigan Works! staff
11. Staff will model appropriate workplace behaviors at all times
12. Services provided through the Michigan Works! system will be designed and implemented to be responsive to customer needs.