



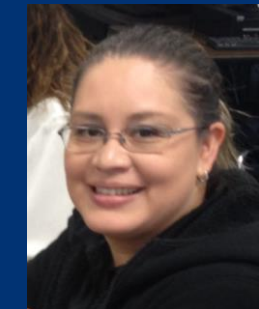
# Samara Rivera-Rangel: Service Oriented



We had a customer that needed help placing an on-line order through the Purchase System. The Purchasing staff member that normally supports that area was on vacation. Samara normally places similar orders for our department. She called and assisted the customer with the order (even though it was not normally a task that she would be assigned). I felt that it was a good example of our value for being "service-oriented". Kim Bowlin



- *Developing Long-term relationships with customers*
- *Seeking input from customers*
- *Being flexible and patient, and exercise good listening skills when providing service to customers*
- *Establishing clear-cut agreements and setting realistic expectations*
- *Following-up with customers on service transactions to seek feedback, building relationships, and ensuring satisfaction*
- *Aligning technology and support to enhance mandated curriculum*
- *Maintaining a big picture perspective by foreseeing service issues and/or pitfalls in approaches.*



Efficient  
Accessible  
Systematic  
Highly-Skilled  
Student-Focused  
Service-Oriented



Core Values



## Service Oriented