

*City of Sebastopol*  
**ORGANIZATIONAL IDEALS**

**CUSTOMER SERVICE**

We believe

- *that the City organization's primary reason for existence is to serve the community of Sebastopol.*
- *in active participation by each of us, providing our customers with the best possible service with the financial and physical resources available.*
- *that we must continuously examine, adapt and improve the ways we provide service to our customers.*

**WORKING AS A TEAM**

We believe

- *that positive working relationships depend on mutual trust.*
- *in behaving in a professional manner, with honesty and integrity, and treating one another with understanding and respect.*
- *in maintaining a positive, open and respectful relationship between the City Council and City staff.*
- *in teamwork, because we understand that successful communication, innovation, creativity and decision-making depend on a group exchange of thoughts and ideas.*
- *in resolving problems and issues as quickly, directly and professionally as possible.*

**OPEN AND COMMUNICATIVE WORKPLACE**

We believe

- *members of the organization should share information openly and honestly and communicate decisions quickly with supporting rationale.*
- *managers should actively solicit participation and advice of staff before decisions are made, where possible*
- *members of the organization should demonstrate caring for and commitment to each other, to customers, and to the City.*
- *members of the organization should support, encourage and provide each other with frequent feedback, both formally and informally.*

## **PERSONAL RESPONSIBILITY AND THE WORKING ENVIRONMENT**

*We believe*

- *that our work should be guided by the interests of the organization as a whole*
- *that we must each be responsible for and be accountable to our co-workers, managers and the public, for our personal behavior and the quality of our work.*
- *in helping each other excel in our work by providing the knowledge, information, training and equipment necessary, as resources permit.*
- *in the commitment of all members of the City team to make ours a safe, clean, productive and enjoyable working environment.*

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