



County of Gloucester Treasurer's Policy

Subject	Customer Service Policy
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Tax billing and payment are critical functions in the daily operations of the local government. The Treasurer's Office operates in a professional environment where the Treasurer and her staff members are dedicated to serving the citizens of Gloucester County in an efficient and pleasant manner. Our taxpayers, as well as representatives of other County departments, are our customers, and they are deserving of our prompt, knowledgeable assistance. It is our policy to ensure the billing, payment, and collections process is handled in a manner that is efficient, transparent, and above reproach. We strive to provide quality customer service that leaves our customers with a positive and lasting impression of our office and Gloucester County as a whole.

The following illustrate our commitment to quality customer service:

- Tax bills are mailed at least 30 days prior to due date when possible.
- Taxpayers have choices in where and how they make their payments – in office (cash, money order, check, or credit card), online (check or credit card, electronic check), drop box (check or money order), or mail (check or money order).
- Late notices are mailed as close as practicable to 30 days after the due date.
- Payment plans are available for citizens having difficulty paying their tax bills.
- We provide an automatic debit program for utility customers.
- Our drop box is conveniently located and is available 24 hours a day, 7 days a week.
- The Treasurer and staff receive continuing education/training to maintain their knowledge of State statutes, County ordinances, etc.
- Telephone calls are answered promptly by knowledgeable staff members.
- Written inquiries, both by regular mail and e-mail, are answered in a timely fashion.
- Our user-friendly website features information on tax due dates, delinquent tax sales, other payment options, etc.
- County and School employees are able to pay their taxes through payroll deduction each year.

As individual staff members of the Treasurer's Office and Gloucester County as a whole, we will adhere to the following best practices in providing quality customer service to our citizens:

- Greet each customer and make them feel welcome.
- Focus full attention on the customer being served.
- Refrain from discussing taxpayer issues in front of other taxpayers.
- Act professionally and courteously.
- Sincerely thank each customer.