

District Core Values

Service

We extend our passion for service to all we encounter, and consider the following as our “customers”; rate payers, fellow team members, contractors, Board of Directors, agencies, taxpayers, visitors and the entire community we serve.

We:

- ◆ Greet and welcome every “customer”
- ◆ Offer our assistance
- ◆ Treat all “customers” consistently and equally
- ◆ Go “above and beyond” to build and maintain positive relationships with our “customers”
- ◆ Take ownership of and follow through on all issues until resolved

Professionalism

We are a team of professionals that take pride in always doing what is right. We value our role as financial stewards and are dedicated to serving our community in the most efficient, effective and safe manner.

We:

- ◆ Lead by example and represent our fellow team members, the District and our Community in a positive manner at all times
- ◆ Maintain a professional appearance
- ◆ Are punctual and dependable at all times
- ◆ Maintain the highest integrity at all times by being honest, dependable and trustworthy
- ◆ Actively look for ways to improve efficiency, productivity, processes and tasks
- ◆ Maintain vigilance regarding our safety, the safety of team members, and of our community

Teamwork

We put team success first and work to promote cooperation and commitment within the District to fulfill our mission and serve our community. We believe that together we achieve more.

We:

- ◆ Actively seek ways to collaborate with team members throughout the District
- ◆ Encourage District wide team unity by willingly sharing resources, knowledge and time
- ◆ Display an understanding of how our job relates to others
- ◆ Recognize and support the ideas, achievements and contributions of team members
- ◆ Treat team members and “customers” with respect at all times
- ◆ Take responsibility for our actions

Initiative

We are committed to the pursuit of excellence and believe that innovation, learning and growth are critical to that pursuit. We all act like owners and take personal responsibility for the District’s success.

We:

- ◆ Are proactive in identifying what needs to be done and taking action before being asked
- ◆ Identify problems/issues promptly and offer solutions
- ◆ Actively seek increased responsibility
- ◆ Ask for help when needed
- ◆ Actively seek and participate in new learning
- ◆ Embrace and support change

Communication

We value relationships in all areas and believe that communication is fundamental to the success of our team, our “customers” and our community.

We:

- ◆ Use open, honest and direct communication at all times
- ◆ Create a climate of trust
- ◆ Listen effectively
- ◆ Communicate positively, effectively and promptly in both oral and written form
- ◆ Are impartial, polite and approachable in all interactions with team members
- ◆ Actively seek and provide positive, constructive feedback



Tahoe City Public Utility District