



COUNTY OF NEVADA, *California*

Vision, Mission, and Value Statements

Vision

We are dedicated to outstanding public service

Mission

To work with the community to develop sound and innovative public policy, provide strong leadership and deliver excellent services in a fiscally responsible manner

Value Statements

Customer Satisfaction - We tailor our products to meet the unique needs of our customers, not presuming that "one size fits all." To do so, we make every effort to understand what customers need and value.

Collaboration - We work together across divisions, departments, agencies, and jurisdictional boundaries with cities, districts and other governments to seamlessly serve our citizens/customers. We encourage others to utilize the products and services of our peers throughout the organization.

Open and Honest Communication – Communication is a dynamic and ongoing process. We communicate information frequently, accurately, and succinctly. We keep our supervisor and our co-workers informed. We listen and we provide feedback. We communicate only what we know.

Innovation - We proactively seek new opportunities to better serve our customers, and continually improve the way we do business to improve our efficiency and quality.

Integrity – Our organization and its processes must be ethically grounded. We strive for the success of our organization based on mutual trust and confidence. We are a team and we work together, respecting each individual's contribution and giving credit where it's due.

Personal Responsibility – We strive to do our very best in our jobs at all times. We take action when action is required. We don't wait to be told. Our actions provide an example for our co-workers.

Pride of Ownership – We are committed to the highest quality and professional excellence in our work. We always do the best we can. We proudly take ownership of what we produce.

Our Employees – We provide an environment in which our employees are asked to do their very best. We provide continuous, positive feedback in the development of their skills and knowledge. We recognize good performance as part of our effort to empower our employees to do their best and seek additional responsibility.

Our Community - We help our community choose among our services and programs, by facilitating their understanding of which alternative best matches their values.

Trust – We keep our word. We don't make commitments we cannot keep. If a commitment is delayed or interrupted, we notify those affected. We don't surprise them.

Respect and Civility - We treat each other with mutual respect. We are civil and respectful even in disagreement. We offer criticism or feedback to others directly and in a positive manner that respects individual dignity. We welcome constructive feedback to ourselves as an opportunity for professional improvement.

We are accountable for our Vision, Mission and Values

Nevada County Board of Supervisors

Vision, Mission and Values

Resolution 19-071