

***APPENDIX C-3: INTERVIEW QUESTIONS –  
NON SUPERVISORY STAFF***

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### **Customer Service Guidelines for Staff Interviews Case Managers and Customer Service Workers**

1. For which office do you work?
2. What is your title?
3. What are your duties?
4. In the customer service area, how are the duties the same and how are they different between the state office and the local office?
5. Identify the customers that you interact with in your job.
  - External customers – case participants and interested parties
  - Internal customers – within your office, other Nevada offices, state office
6. Describe the methods in which you interact with the external customers, CSTs and NCPs, of your office. (phone, in-person, mail, other) Which is the primary form of contact?
7. What do you find as the most frequent types of issues with external customers? Internal customers?
8. Describe the process followed for resolving each contact.
  - Describe how telephone calls are processed.
  - Describe how your mailings are received and processed.
  - Describe how in-person contacts are received and processed.
9. Describe any customer service training you have received. (while with child support or before)
10. What support materials are you provided to deliver or provide customer service to external customers?
11. What are your goals and objectives in delivering customer service?
12. How well do you believe you achieve those goals and objectives?
13. How well do you believe your office as a whole achieves those goals and objectives?
14. What problems or obstacles exist that may prevent you from delivering excellent customer service?
15. What improvements could be made that would improve the delivery of customer service? Please address these areas.
  - Technology
  - Training
  - Staffing
  - Methods of communicating with customers

16. Has your office implemented any changes in customer service delivery in the last year? If yes, were these changes successful in improving customer service?
17. Do you think there are steps that could be taken to improve the delivery of customer service to external customers? If so, what would be your top three suggestion?
18. What would you identify as best practices within your office in the area of customer service to external customers.
19. Overall, how would you rate the delivery of customer service to external customers by your office? (Excellent, good, fair, needs improvement, or poor)