



Customer Satisfaction Is Top Priority



Like many offices around the country, the Supervisor of Assessments Office has been affected by the downturn in the economy. But though we've been asked to make budget cuts, we won't let those cuts affect our commitment to bringing the best possible customer service to the residents of Will County.

Now more than ever, we're focusing on improving our customer service and satisfaction. Because while other offices may see a decline in their workloads, our office has been busier than ever handling taxpayers' problems, questions and appeals. And with so many people concerned about their assessments, we want to be sure that we respond to taxpayers as courteously, efficiently and quickly as we can.

To that end, we've done some restructuring in our office, making more staff available to answer calls and help at the counters. We've also made more information available on our Web site, like links to informational pamphlets and deadline dates.

We're also in the process of developing several new customer service initiatives to further enhance our efforts to provide county taxpayers with the information and services they need. We will be implementing the use of customer-satisfaction surveys and logging all customer phone calls. You can read about both of these initiatives in more detail on pages 2 and 3.

In a time when some might be scaling back on customer service due to low budgets, staff cuts and low morale, our office is committed to doing its best to provide superior service to the residents of Will County.

And we're always open to taxpayer suggestions on how we can improve. In fact, we encourage county taxpayers with comments, suggestions or concerns to drop us a line, send us an e-mail or simply stop by.

We know who we're here to serve, and we're listening.

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“Your most unhappy customers are your greatest source of learning.”

~**Bill Gates,**
Chairman of
Microsoft Corp.

Production Report

Documents Processed	December 2007	December 2008	November 2009
Parcel Count	265,209	270,755	271,288
B of R Final Assessed Value	22,062,398,112	23,547,911,612	Tent. 23,913,924,267
Name/Address Changes	59,039	39,949	29,232
Subdivisions/Condos	196	134	52
Divisions/Consolidations	670	511	268
Tax Parcels Added	8,472	---	---
Tax Parcels Deleted	1,392	---	---
Real Estate Transfer Declarations	15,041	9,894	6,682 thru Oct.
Senior Freeze Exemption Applications	10,875	11,528	12,072
Certificates of Error	1,962	3,476	2,985
Property Tax Appeal Board Filings	162	181	38 for 2008/209 for 2007

Ask Rhonda!

Question: I've been trying for days, but I can't get in contact with my local township assessor. What should I do?



Answer: Keep trying. Assessors have to assess every property in a township, and it keeps them busy. That means sometimes they're hard to reach. But

here are some tips that might help:

Try the Web site. Many assessors are taking to the Web to make information more readily available to taxpayers. The answer to your question might be just a click away.

Don't wait. Contact your assessor about assessment questions early, especially during busy times like just after assessments are published.

Be patient. Oftentimes, assessors are not ignoring you; they're just inundated with calls and are working on a first-come-first-serve basis. It may take them a couple days to get back to you.

Be persistent. If you can't reach them by phone, send an e-mail or a letter.

If all else fails, let us know. While we have no direct control over how township assessors conduct business in their offices, we can try to contact your assessor on your behalf.

If you have an assessment question, e-mail Rhonda at rnovak@willcountyillinois.com.

Tracking Calls to Improve Service

The Supervisor of Assessments Office is in the process of implementing a new procedure that will require clerical staff to track all customer calls coming into the office in the county's real estate database. Staff will be responsible for noting who they talked to, when the call came in and any customer problems or questions.

"Our goal is to serve the customer as efficiently as possible," said Supervisor of Assessments Rhonda Novak. "And this is just one more way we can keep a better handle on who needs what from us."

The Supervisor of Assessments Office receives over 100 calls a day from customers, and even more during busy times in the tax cycle.

"When notices go out, we can get anywhere between 150 and 300 calls a day from taxpayers," said Novak. "Sometimes we're getting so many calls coming through that it's difficult to keep accurate records of who called regarding which parcel. This new system will make keeping track of our calls much simpler," said Novak.

The SOA office is working with the IT department to implement this new procedure. It will be up and running by December 1st.





Mapping Clerk Danielle Ongenae helping Dave Senko, a county taxpayer, locate a parcel using print and digital tax maps.



Customer Surveys to Gauge Taxpayer Satisfaction

In the wake of budget cuts, the Supervisor of Assessments Office is stepping up its customer service. The office is planning to implement a customer-service survey, which is designed to measure taxpayer satisfaction and solicit suggestions on how to make service in the office better.

“We’ve had to make some cut backs, but we’re not cutting back on service,” said Supervisor of Assessments Rhonda Novak.

Taxpayers visit the assessors office for a variety of reasons: Some need help filling out applications, others need print outs of tax maps, and many more simply need help understanding their assessment.

“Our focus on customer service is not new. We’ve always stressed the importance of providing quality, efficient and friendly service. What’s new is our approach,” said Chief Deputy Yvette Foster.

While the survey will have space for customers to voice their praise for staff members, it will focus on how the office can improve. Customers will have the chance to rate the office in the following areas:

- The effectiveness of problem-resolution processes.
- The quality of service received from office staff.
- The knowledge of management and clerical staff.

- The timeliness of problem resolution.
- The quality of the office resources available to them.

The survey will also seek to evaluate who is visiting the office, whether they be surveyors, title searchers, or residents.

“Knowing who’s coming in and what for will help us anticipate customer needs,” said Foster.

The survey will also be available on the Supervisor of Assessments’ Web site. Taxpayers will be able to fill out a form and send it directly to the SOA office.

“We get a lot of calls, and we want to know what those people think about the service they’ve received as well,” said Novak. “Callers will be directed to the Web site to voice their concerns.”

The new customer service initiative will be put into effect by January 1st of next year. Novak says it is just the first step of many in the effort to provide Will County residents with the highest quality of service possible.

“We’re doing a lot of things right, but we also need to know what we’re consistently doing wrong, so we can get that right as well,” said Novak. “I think we’ve got a great staff, but there’s always room to improve.”



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**Committed to serving
Will County taxpayers with
fairness and pride.**

Lawrence M. Walsh, County Executive
Rhonda R. Novak, Supervisor of Assessments

Visit us on the Web!
WWW.WILLCOUNTYSOA.COM

According to state law, the Supervisor of Assessments Office provides statistical assessment performance data to the Illinois Department of Revenue. In addition, it gives technical advice and provides statistical analysis of assessment data to the township assessors and the Will County Board of Review. These statistics are derived from data gathered in the processing of approximately 25,000 Real Estate Transfer Declarations annually.

The Supervisor of Assessments Office also maintains records of total exempt properties and administers other special exemptions, such as the Senior Homestead Exemption, the Senior Assessment Freeze, the Veterans Exemption, the Veterans/Fraternal Organization Assessment Freeze, the Open Space Preferential Assessment Type, and the Model Home Exemption. In all, our office will grant over 30,000 Senior Homestead Exemptions and 13,926 Senior Assessment Freeze Exemptions for the 2009 tax year.

The Supervisor of Assessments acts as an equalization authority, and, as such, works closely with the twenty-four township assessors, who are responsible for the initial assessed valuation calculation. The Supervisor of Assessments also serves as Clerk of the Board of Review

Other duties of the Supervisor of Assessments Office include: issuing parcel PIN numbers, maintaining the county's base parcel map, publishing assessment change notices and mailing notices to taxpayers.

Employee Spotlight: Lynette Wingate



Lynette is responsible for updating the county's base parcel map using ArcGIS software. She began working in the Supervisor of Assessments Office on April 2, 1979. She started in the assessments division and moved to the mapping division in the early 90's. She's held the position of Mapping Clerk III, and she became a Mapping Technician in 2005.

Lynette has three children: Jackie (19), Stephanie (17), and Matt (14).

What are your guilty pleasures?

I love to go for pedicures and massages.

What is your favorite restaurant?

Olive Garden

What are your favorite sports teams?

Chicago Bears and Chicago Cubs

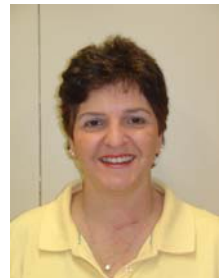
What do you like best about your job?

I like working on the computer and drawing maps.

What was your best vacation? Hawaii

What is your favorite book?

The Lord of the Rings by J.R. Tolkien



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