

Employer Satisfaction Criteria

Partnership Focused

"Work with me."

- DRS Representatives act promptly, value my time and understand my individual needs.
- They build professional relationships, develop rapport, and treat me with respect. I can request a specific representative to help me.
- They listen carefully and provide information in a language that I understand.
- They are friendly, patient, courteous, and caring. I am never rushed and am encouraged to contact them again with further questions.

Knowledgeable Representatives

"Information needs to be accurate and consistent."

- The representatives at DRS anticipate my needs and answer all my questions.
- They provide detailed information and take the time to make sure I understand.
- Standardized work processes at DRS make it easy to respond to requests.
- The information provided is accurate and consistent and can be backed up with policy, WAC or RCW.
- When I have a problem they work with me to arrive at the appropriate solution.

Effective Tools and Resources

"Make it easy for me."

- Whenever I want information from DRS, it is available in the format I need.
- They provide intuitive forms, easy to read publications and the web site is easy to navigate and understand.
- Training is available when and how I want to learn.
- The online tools are clear and the technology works with my processes.
- DRS makes it easy for me to resolve Verification of Employment and other member account issues.
- I can view my organization's data and quickly and easily make corrections.

Timely & Relevant Communications

"Notify me of changes quickly."

- DRS representatives do what they say they will do, when they say they will do it.
- They let me know what to expect and tell me specifically if they need something from me.
- When I am contacted by DRS Representatives the questions are relevant.
- I am never left waiting to know if I will hear back from them.
- They provide notification promptly when procedures, laws or regulations change.