

**871—2.2(84A) Customer services bureau.**

**2.2(1) *Bureau chief.*** The customer services bureau is under the direction of a bureau chief who reports to the division administrator.

**2.2(2) *Responsibilities.*** The customer services bureau is responsible for:

- a.* Customer satisfaction measurement tools and resources;
- b.* Customer assistance center operation for both internal and external customers;
- c.* County labor availability surveys;
- d.* Special projects relating to service improvement and customer services;
- e.* Coordination of the statewide employers council activity and support for the employers council board of directors;
- f.* Development of customer service policy and customer service standards in collaboration with other bureaus within the department; and
- g.* Management of the electronic bulletin board (data center).