



Rhonda Skipper

Walton County Tax Collector

Our Culture

What is culture? At our workplace, it is how we choose to live and behave each and every day. It is the mindset we choose to embrace. It is a shared set of beliefs (values) we have agreed upon that defines who we are as individuals and who we are as a work family. While we've agreed to these as an organization, we live these as individuals each time we represent the Tax Collector's Office and hopefully we've also adopted them beyond the walls of our offices and beyond our work hours.

1. Hire, retain and celebrate talent.

We place great value on the people who choose to work with us. We want to see them grow as individuals and professionals. We commit to helping them achieve both their personal and professional goals by investing in them through training, mentoring, and peer shadowing opportunities as well as stretch assignments.

Ponder this.....

- **When was the last time you helped a co-worker achieve success and then celebrated that success?**
- **Have you told a co-worker they "ROCK" today?**

2. Maintain humility despite success.

We strive to be the best at what we do, but we recognize that regardless of our accomplishments our work is never done. There are always new opportunities to explore, new technologies to implement, and other people and organizations from which to learn. We recognize that our success is not just the result of people who work for our organization, but also members of our community and industry who have contributed to the knowledge and development of our employees. It began with people who were here before us and will continue with those who come behind us.

Ponder this.....

- **Do you speak with humility giving credit to the team or do you brag on yourself?**
- **Do you act from the goodness of your heart or to be noticed by others?**
- **Do you have a know-it-all attitude, boastful and prideful?**

3. Be truthful in all our conversations.

It is human nature to only want to share the things that don't cause conflict, that are uplifting, that are supportive, that are positive, but it is our obligation to one another and our customers to be honest with one another in every conversation we have. We understand honesty means not holding back information that may be useful, it means voicing concerns, it means engaging in difficult conversations with a peer, subordinate, manager, supervisor, director or an executive



team member with the intent to help them develop and grow, it means being honest with ourselves about how we can be a better individual and a better team member. It also means welcoming, embracing and valuing frank and honest feedback from co-workers, subordinates, and supervisors. We commit to being truthful in a respectful, caring and loving manner.

Ponder this.....

- **Is my honesty helpful or hurtful?**
- **Am I honest with myself so I can truly embrace feedback from others?**
- **Am I a good listener?**

4. Embrace challenges and change.

We welcome the opportunity to grow and learn. Challenges and change both offer that opportunity. Rather than resist change, we choose to embrace it and to look for the positive in each situation. Challenge and change keep us from getting too comfortable and stagnant in our work and mindset. Therefore we look for opportunities to challenge ourselves and to introduce positive change.

Ponder this.....

- **Do I look for the positive and help others do the same?**
- **Am I way too comfortable with the way things are now?**
- **Do I actively seek change?**

5. Relentlessly pursue improvement in ourselves and our work.

We'll have successes along the way, but there will never be a time we simply say "we've arrived and stop looking for a better way". We encourage this attitude on a personal level as well as an organizational one. New ideas, processes, and technologies are presented every day. It is our goal to find out how we can implement those new ideas, processes, and technologies in a way that allows us to provide better service, improved work processes, and better, more convenient service for both our customers and our employees.

Ponder this.....

- **Have you suggested a new idea lately?**
- **Am I satisfied with "status quo" or can it be done easier, better, smarter?**
- **What part can I play? (innovator, creator, cheerleader...)**
- **What actions have I taken to help my personal growth?**

6. Demonstrate care for each customer and their family.

We are thankful for our customers and want to help them to the greatest degree we can while still adhering to the laws by which we're governed. We go the extra mile. We do everything within our power to help the customer complete their transaction without having to return for a second trip to our office. Sometimes it means calling their insurance company or bank or car



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dealership . . . we're glad to do that for our customers. We treat each customer with respect and understand that everyone has a story . . . most stories we will never learn, but regardless of the situation in which a customer finds him/herself we treat each customer with care and compassion.

Ponder this.....

- **Do I serve the “stinky” (aka: smelly or bad attitude) customer with the same care and respect I would give to my own family?**
- **Do I go the extra mile?**

7. Comprise a dynamic team of family who do work and life . . . together.

We spend more time together during the week than we do with our families and we recognize that we all have circumstances outside of the office that impact us during the day. We commit to celebrate with each other, grieve with each other, support each other, love each other and forgive each other just like a family. We also believe in having fun together and making time throughout the year to come together as one big work family with our families to enjoy activities away from the office.

Ponder this.....

- **Do I enjoy being with my work family?**
- **Do I embrace the diversity of my work family?**
- **Do I look for opportunities to make my work family feel special? (ask about their children, pets, etc.)**

8. Seek opportunities to serve others.

We understand that serving others is a privilege. We want to give back to our community through service projects. When we hear of a need, we rally behind it. We've seen the positive impact that service has on our team when we unite for a purpose and cause greater than ourselves. We don't just wait for service opportunities to be presented to us. We seek out opportunities to serve others.

Ponder this.....

- **When was the last time you sought an opportunity to help someone in need?**
- **Am I an active part of our Employee Club?**



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“CULTURAL PLEDGE”

The Walton County Tax Collector’s Office has adopted a shared set of agreed upon beliefs that govern the way we interact and behave as both individuals and as an organization with our customers and co-workers. As a member of the team, I have read our culture document and fully understand the values we’ve adopted as an organization. I pledge to demonstrate these values in my actions and interactions. I equally understand these values support the mission and vision of our organization.

Values

1. Hire, retain and celebrate talent
2. Maintain humility despite success
3. Be truthful in all our conversations
4. Embrace challenges and change
5. Relentlessly pursue improvement in ourselves and our work
6. Demonstrate care for each customer and their family
7. Comprise a dynamic team of family who do work and life...together
8. Seek opportunities to serve others

[Type text]

Tax Collector

Employee

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Date

Date

Vision: Redefine and transform government.

Mission: Deliver the highest quality of service with people who CARE.