



# Our Mission, Vision, and Guiding Values

Our mission defines why we exist; what we do. Our vision describes who we aspire to be in the future. Our guiding values describe our shared behavioral commitments and priorities as we work together in a team-oriented department.

## Our Mission

Our mission is to prepare a fair and accurate property tax roll in accordance with the laws of the state of California in a timely manner, as well as safeguard important public documents. Essential to that mission is a commitment to providing excellent service, practicing fiscal responsibility, and operating efficiently with the best interests and well-being of the public in mind.

## Our Vision

To provide exceptional customer service in an accurate, innovative, and efficient manner while working in teams that emphasize mutual respect, transparency, and collaboration.

## Our Guiding Values

Our focus is on empowering our employees, evaluating our processes, and maximizing our productivity as a department. In doing so, we commit to:

- **Outstanding Customer Service** - We seek to consistently meet and exceed the needs of our customers, both internal and external, through empathy, education, and understanding.
- **Mutual Trust and Respect** - We treat each other in a transparent, helpful, and kind manner.
- **Collaboration** - We work on teams that commit to exhibit a can-do attitude and hold ourselves accountable.
- **Accurate and Timely Services** - We strive to provide correct and timely information in a professional manner.
- **Employee Growth and Development** - We strive to motivate and support everyone's growth and develop their skill sets.
- **Open Two-Way Communication** - We communicate with one another and the public clearly and honestly and practice nonjudgmental, active listening.
- **Stewardship** - We commit to being good stewards of public funds by putting our time and resources to the most beneficial use.