



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.