

Maryland Department of Labor, Licensing and Regulation Customer Service Overview

The Maryland Department of Labor, Licensing and Regulation (DLLR) is committed to safeguarding and protecting Marylanders. We're proud to support the economic stability of the state by providing businesses, the workforce, and the public with high quality, customer-focused regulatory, employment, and training services.

The constituents we serve include professionals in need of occupational licenses, job seekers, business owners and employers, unemployment claimants, and financial institutions, among others. DLLR continues to change Maryland for the better by providing a predictable and inclusive regulatory environment for licensees through efficient and responsive processes. DLLR safeguards Maryland's work environments through outreach and educational programs, by establishing partnerships and encouraging ongoing improvements in workplace safety and health. We foster economic growth through our collaborative, comprehensive employment and job training programs that best ensure Maryland workers have the skills Maryland employers need to succeed and grow into the future.

DLLR's Customer Service Promise describes our approach. Customer service activities include:

- 1. Improve the tracking, responsiveness, and time to resolution of all electronic, telephone, written, and in-person correspondence.** The agency utilizes the Intranet Quorum (IQ) system to track correspondence and phone calls electronically as well as the Google Calendar function to establish response timelines and set reminders. DLLR provides each constituent with a timely response that clearly details the related policy and how the staff is willing to assist. Preserving the agency's image and enhancing the service delivery to include a resolution will provide each customer with the opportunity to have the concern reviewed and receive next steps toward a resolution.
- 2. Ensure state employees and managers continue to improve customer service skills through formal training classes and informal coaching on best practices in customer service.** Customer service training is administered by the Office of Administration to all staff.



CHANGING
Maryland
for the Better

CUSTOMER SERVICE PROMISE
Larry Hogan, Governor • Boyd Rutherford, Lt. Governor

The State of Maryland pledges to provide constituents, businesses, customers, and stakeholders with services in the following manner:

- **Friendly and Courteous:** We will be helpful and supportive and have a positive attitude and passion for what we do.
- **Timely and Responsive:** We will be proactive, take initiative, and anticipate your needs.
- **Accurate and Consistent:** We will always aim for 100% accuracy, and be consistent in how we interpret and implement state policies and procedures.
- **Accessible and Convenient:** We will continue to simplify and improve access to information and resources.
- **Truthful and Transparent:** We will advance a culture of honesty, clarity and trust.

The trainings teach strategies designed to serve as the next level of professional development in an effort to better serve Marylanders, while inspiring and empowering staff. The customer service training implemented at DLLR has served as a model for other Maryland state agencies.

3. **Improve the processing times of agency services to help citizens and businesses accomplish their transactions with the state.** The staff of DLLR understands the critical nature of the services that we provide, and we strive to answer phone calls quickly and provide email responses within 48 hours.
4. **Increase the number of services the state provides online so that citizens and businesses can utilize self-service, as appropriate.** The DLLR website offers online service 24 hours a day, seven days a week to ensure that customers can access much needed services at their convenience. Online services include electronic licensing and a quick and easy option to access unemployment insurance services. Customers benefit from various services online, including the ability to file a claim for unemployment benefits or file weekly claim certifications, obtain payment information, find answers to frequently asked questions, and obtain information about all areas of unemployment insurance.
5. **Update online publications, forms, FAQs, and pertinent information on our website so that citizens and businesses can find relevant information quickly and accurately.** The DLLR website is updated daily to ensure that we are communicating the most accurate information based on policy and legislation.
6. **Use social media to help get the word out about services, events, and news to provide citizens and businesses with information important to them.** DLLR maintains a Facebook and Twitter page which can be found online at facebook.com/DLLR.Maryland and twitter.com/MD_DLLR. The agency has become more accessible through its social media channels. Both pages are updated daily with information on the agency's programs, services and upcoming events that benefit employers, jobseekers, consumers and licensees.
7. **A three question Customer Experience Survey is available on our website for citizens and businesses to provide feedback.** It is located on the ["About Us" page](#) on the DLLR website below the Customer Service Promise. Results are used to make improvements to services.

In addition to these core customer service-related activities, we will also analyze our business hours in order to better align them to customer needs, ensure literature is up-to-date, and conduct staff meetings to discuss progress on achieving customer service goals. We will also continue to recognize top performers in our agency for professionalism and courtesy, responsiveness in resolving a customer's needs, and innovations that improve customer service.

We will monitor the execution of the aforementioned activities, measure performance, and analyze the results in order to continuously improve customer service.

We are committed to providing Maryland citizens, businesses, stakeholders and other customers with the best customer service. For more information, please visit our website located here: www.dllr.maryland.gov.

[Click here](#) for our three question customer experience survey.