

Lake County Board of County Commissioners Office of Employee Services

Employment Policies & Procedures

Vision, Mission and Values of Lake County Government

Mission: To Provide Excellence in Service

Vision: Lake County offers an unsurpassed quality of life for its citizens

Values: Lake County has established a business culture that is accepted by its employees and woven into the fabric of the way in which we work. We are an exceptional organization committed to:

- **Diversity** – Our commitment is to build an inclusive culture that recognizes uniqueness, empowers each employee, values all contributions and contributors, and leverages its diverse workforce to maximize effectiveness, hereby enhancing organizational performance.
- **Innovation** - We build on our heritage of government excellence through creative thinking and practical solutions. Customer success is enhanced through our leadership and program execution. We encourage, recognize, and reward our employees for being creative, resourceful and productive.
- **Excellent Service** - We believe that quality and continuous process improvement are fundamental to the way we develop and provide our services to Lake County’s citizens, businesses and communities. We are customer-driven: striving to meet and exceed expectations in all that we do.
- **Integrity** - We are honest and forthright in our dealings with employees, citizens, vendors, teammates, and other organizations. We conduct our business with respect for laws and regulations and we promote individual responsibility to ensure that all actions are based on the highest ethical standards.
- **Accountability** – We honor the responsibilities and obligations that we have to the community, our customers /citizens, and each other. In addition, we accept responsibility for our actions, and understand that we may be required to explain our actions to others.
- **Professionalism** – We compel all of our employees to be professional in all they do, which includes providing superior service, following through on commitments, being accountable and responsible, and exhibiting respectful personal conduct; only some of the qualities that characterize an individual’s professionalism and work ethic.
- **Teamwork** - We value teams because they promote trust, openness, challenge, opportunity and growth. We join with each other and our customers (citizens) to provide high-value solutions to complex problems, requirements and demands.

These values and principles guide our leadership on establishing the strategic direction of the organization. Our employees are expected to conduct their business in accordance with these guidelines.

Lake County’s reputation is based on the personal integrity of each of its employees and those with whom we do business. Sound judgment must be exercised in the service of our reputation as a government entity and employer of choice.