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Edition 104

March 16, 1999

REMINDER
LAST CHANCE UNTIL OPEN ENROLLMENT
FOR QUALIFIED EMPLOYEES TO ENROLL
IN TRANSITCHEK/METROCHEK OR PRE-TAX PARKING BENEFIT

On November 17, 1998, the Institute offered the opportunity for qualified AICPA employees to take advantage of the Institute's new TransitChek/MetroChek program. In addition, on December 1, 1998, the Institute offered the opportunity for AICPA employees to take advantage of the Institute's Parking Benefit. If you are a current employee who missed the opportunity to enroll in either program, this is your last chance to enroll in either of these benefits for 1999.

A special enrollment period for these two benefits is running through **March 17, 1999**. This is a special opportunity for employees who have not done so already to enroll in either benefit, or for employees currently enrolled in either benefit to make a change or discontinue the benefit(s). **Please note: Absolutely no new enrollments/changes/discontinuations will be accepted after March 17, 1999.**

Details of both programs, as well as the enrollment forms can be found in the March 9, 1999 (Edition #103) issue of *FastFact*--you can obtain a copy by clicking on VIC on the AICPA's Intranet, or by calling Lisa Hudson in HR at x3830. Please be sure to remit the completed forms to Human Resources by March 17. If you have any questions about either the TransitChek/MetroChek or Parking Benefit, please contact any HR representative.

April TransitCheks/MetroCheks will be distributed to participating AICPA Team Members in accordance with the schedule detailed in the article below.

APRIL TRANSITCHEKS/METROCHEKS AVAILABLE LATE MARCH

The information below provides the April TransitCheks/MetroCheks distribution schedule for participating AICPA Team members:

OFFICE	DATE	WHERE	WHEN
NJ Office	March 24	Please see your team's HR attendance recorder	2:00pm – 3:00pm
NY Office	March 25	Cashier's Window	10:00am – 11:00am
DC Office	March 30	Please see Ela Work	After 12 noon

Get Intra-Active!

For back issues of *FASTFACT*, go to the AICPA's Intranet and click on VIC!

TIPS FOR PERFORMANCE MANAGEMENT-- CUSTOMER SERVICE ORIENTATION

Below is the third in a series of articles to appear in *FastFact* that provides tips for performance management on the AICPA Competencies.

Coupled with Accountabilities & Objectives, Cross-Functional Team participation, and the Training and Development Plan, each AICPA team member is evaluated on all seven AICPA Business Competencies. COMPETENCIES are defined as a collection of skills, knowledge and personal attributes that affect how people do what they do.

When evaluating the AICPA Business Competencies, comments regarding performance should provide detailed descriptions of how the employee demonstrated the competency in relation to his or her job. The description may show that the employee has a good understanding of the competency-- or it may show that development is needed.

The following performance characteristics offer some guidelines as to how an individual may have demonstrated the CUSTOMER SERVICE ORIENTATION competency. These examples relate to different levels of jobs and are for illustrative purposes only.

CUSTOMER SERVICE ORIENTATION can be described as: Promotes strong, effective working relationships between the AICPA and its members/customers by fostering a culture in which concern for member satisfaction is a top priority; and reinforces the collection and use of member/customer information to assist in anticipating, understanding and satisfying the needs of members/customers.

Reminder: "Customers" refer to both external *and* internal customers.

Examples of having an understanding of the Customer Service Orientation Competency:

- Actively seeks customer feedback in new and innovative ways to evaluate the Institute's ability to meet customer expectations.
- Takes responsibility to resolve customer complaints when able; communicates customer issues to management.
- Responds to customer requests within the time frame promised; recommends additional services/products.
- Recognizes the diversity of the Institute's customer base and tailors approaches appropriate to the customer.
- Advocates improvements and changes to existing policies to enhance customer satisfaction.
- Utilizes interpersonal skills to enhance interactions with customers.

Examples of needing development or understanding of the Customer Service Orientation Competency:

- Does not take advantage of opportunities to learn more about the Institute's products and services or customer relations.
- Fails to recognize opportunities to take charge and resolve customer issues; consistently refers issues to higher authority.
- Fails to respond to customer within the time frame promised.
- Responds to customer with "one size fits all" approach.
- Listens to customer comments but takes no action to change things.
- Abrupt or curt when communicating with customers.

**Coming in a future issue of *FastFact*:
Performance management for LEADERSHIP**