

# FCERA VALUES

At FCERA our value lies in our commitment to deliver service in an accurate, courteous, prompt and professional manner. Our goal is to provide the highest level of service to our members, to the public, our co-workers and the Board of Retirement.



**Excellence** – We hold ourselves to high standards of performance demonstrating a value for learning and continuous improvement. We take pride in the work we do, continuously striving to exceed our goals. We encourage an open and diverse environment and a “CAN DO” attitude.



**Professionalism** – We encourage a professional environment, maintaining confidentiality and performing job functions in an ethical and objective manner. As professionals we understand the importance of listening to and respecting others’ ideas and perspectives open-mindedly. Professionalism is necessary to keep all employees motivated.



**Teamwork** – We are committed to a team-oriented approach to provide the highest level of service to our members. We value open communication, sharing knowledge, resources and ideas. Working together to reach common goals is the essence of success. Together we achieve more.



**Integrity** – We at FCERA act ethically and honestly, honoring our commitments, abiding by policies, and building trust with our members and co-workers. Integrity guides all of our work relationships.



**Accountability** – We take ownership of our work to provide accurate, complete and timely results. We accept the responsibility to communicate and interact openly with all FCERA staff to develop the tools and training necessary to complete our assignments. We will take the initiative to be a part of the success of the FCERA team.



**Innovation** – We promote a resourceful environment where new ideas and approaches are implemented to help our daily tasks flow smoothly and efficiently. Our focus is on proactively communicating and implementing activities to encourage and energize staff to create a positive environment and seek new ways to educate and inform members about the retirement process. It is our goal to plan strategically for the future.

**IT IS NOT WHERE WE STAND BUT IN WHICH DIRECTION WE ARE GOING**