

Clerk's Office Core Values

Continual Improvement—We pursue continual improvement, learning from our mistakes and never settling for less than our very best work product.

Leaders in Professionalism—We provide professional, accurate and courteous service to the public and other city agencies as we hold each other accountable to these core values.

Equality & Fairness—We provide all customers with the same deadlines and prompt, professional service regardless of who they are, who they know, the language they speak, or their political affiliation.

Respect—Working as a team, we demonstrate genuine respect to our customers, license applicants, voters, election officials, colleagues in other agencies, and each other.

Knowledge—We keep open minds as we continually build our skills and knowledge through training on current laws, best practices, and innovations relative to our mission.

Service with Integrity—As a service department for the City of Madison, we act with integrity in all that we do. This is the foundation of all of our core values.

Clerk's Office Mission Statement

The Madison City Clerk's Office is the gateway to open government. Our team professionally provides Madison with access to open meetings, open records, impartial license administration, as well as fair, secure and transparent elections.

Clerk's Office Vision Statement

Our vision is to work as a team in an innovative manner, acknowledging each other's strengths and respecting each other's differences. We demonstrate passion for our work through our attitudes in providing exceptional customer service. We collaborate with other city departments to provide the public with user friendly access to open government.

Strategies

The City Clerk's Office places a lot of emphasis on training. Every Clerk's Office employee takes at least two customer service classes a year. The office is cross-trained on all duties to improve our accountability and performance. Clerk's Office employees are trained as Chief Election Inspectors, and are working on attaining certification as Wisconsin Certified Municipal Clerks. We require all Election Officials to attend training prior to each election.