



City of Mercer Island—Mission Vision Values

Our Mission

We provide outstanding municipal services that enhance and protect the environment, the quality of life, and the community health, safety, and welfare on Mercer Island.

Our Vision

To provide valued and effective municipal services in ways that are efficient, flexible, innovative, and creative, with an emphasis on sustainability. We strive to be among the best in all we do.

Our Values

We value high ethical standards, outstanding customer service, teamwork, and leadership development.

High Ethical Standards

We conduct ourselves with honesty and integrity.

We strive to do what is best in the public's interest.

We strive to conduct ourselves in all matters in a manner that precludes even the perception of impropriety.

We do not take advantage of our job for personal gain.

We do not accept gifts of more than a de minimus value.

We immediately disclose any potential ethics violation and comply with the City's Ethics Policy.

Outstanding Customer Service

We strive to treat everyone with dignity, respect, and in an equitable manner.

We strive to communicate in ways that are friendly, honest, open, and candid.

We are professional in appearance and expertise.

We strive to listen and find ways to help.

We strive to anticipate and respond to the needs of our community.

We look for ways to improve processes and create efficiencies.

Teamwork

We collaborate in teams, with the goal of offering support for each other.

We don't allow department lines to become barriers (no silos).

We encourage all employees, regardless of title, to contribute to ideas leading us to our vision/goals.

We look for non-traditional ways to create new and better services.

We encourage experimentation.

We strive to address needs when we see that something needs to be done – regardless of our job description.

Leadership Development

We encourage each other to become the best we can be.

We actively engage in practices that encourage everyone to build on their leadership skills.

We strive to motivate and inspire through mentoring and coaching.

We strive to lead by example.

We strive to demonstrate leadership by being flexible, open and empathetic.

We strive to provide both praise and constructive feedback in a timely and regular manner.