



Personnel Board of Jefferson County

The foundation of your Merit System Career

In an effort to achieve the Personnel Board's mission and provide premier service to our customers, the Personnel Board staff is committed to honor the following rights:

- **Each customer** has the right to courteous, honest, respectful and professional service.
- **Each customer** has the right to timely service (within 24 hours, whenever possible) when seeking service in person, by phone, or in writing.
- **Each customer** has the right to complete, accurate, reliable information and follow-up from knowledgeable and competent staff.
- **Each customer** has the right to confidentiality of personnel files, records, materials and data.
- **Each customer** has the right to consistent and fair application of the Enabling Act and the Personnel Board's Rules and Regulations.



2121 Rev. Abraham Woods, Jr., Blvd, Suite 100 Birmingham, Alabama 35203-2387
(205)279-3500 or toll-free (866)241-9001
www.pbjcal.org