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Pinellas Clerk’s Customer Information Center Wins National Award

The Pinellas County Clerk’s office was recently recognized as a Call Center of Excellence by the Association of Government Contact Center Professionals (AGCCP). The Award of Distinction for “Shattering Expectations” is a prestigious recognition within the customer service and support industry. “We are excited and humbled to receive this recognition from AGCCP,” said Ken Burke, Pinellas County Clerk of the Circuit Court and Comptroller. “Customer satisfaction is a huge component of our values and winning this award speaks to the hard work our employees dedicate everyday to serving the public.”

Although, fairly new to the organization, the leadership team was determined to showcase the many ways it provides exceptional customer service experiences. Unfortunately, due to COVID-19, the 2020 AGCCP Conference was cancelled. However, there are plans for the team to share their award winning presentation with the membership at a later date.

About AGCCP

The Association of Government Contact Center Professionals (AGCCP) was formally established in 2003 by a small group of local government contact center managers who had previously met on several occasions to discuss personnel, training and technology issues. Founded on the belief that collaborative relationships would benefit the entire government contact center industry, AGCCP has grown rapidly in the years since its creation. Today, the organization encompasses more than 40 member cities and counties in the U.S. and Canada. To learn more, visit https://agccp.org/.

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ABOUT THE CLERK’S OFFICE:
The Clerk of the Circuit Court was established as a public trustee by the Florida Constitution in 1838. The Clerk of the Circuit Court serves as the Clerk of Courts, the Clerk of the Board of County Commissioners, Auditor, Recorder and Custodian of all county funds.