

# **WEST VIRGINIA LEGISLATURE**

## **2025 REGULAR SESSION**

**Introduced**

### **House Bill 3318**

**FISCAL  
NOTE**

By Delegates G. Howell and Kump

[Introduced March 12, 2025; referred to the  
Committee on Government Organization]

1 A BILL to amend the Code of West Virginia, 1931, as amended, by adding a new article,  
2 designated §6C-5-1, §6C-5-2, and §6C-5-3, relating to requiring all employees of the State  
3 of West Virginia who have interactions with the public to be trained in customer service.

*Be it enacted by the Legislature of West Virginia:*

**ARTICLE 5. PUBLIC EMPLOYEE CUSTOMER SERVICE TRAINING.**

**§6C-5-1. Legislative findings.**

1 The Legislature finds that there is a need for a consistent policy and training in customer  
2 service in every state agency, division, and subdivision. The Legislature further finds that state  
3 employees, state agencies, and the public will be best served if this training is conducted in-person  
4 and is fully interactive.

**§6C-5-2. Customer service training.**

1 (a) The State of West Virginia Department of Personnel and the Department of  
2 Transportation personnel shall prepare a customer service training program for all employees in  
3 every state agency who work in positions that deal with the public, whether via email, telephone, in  
4 person, or in written letters.

5 (b) This training program shall be developed by January 1, 2026.

6 (c) The training program shall be in-person training of eight hours, and must be taught to all  
7 employees currently employed in public-facing positions by July 1, 2027, and to all new hires as  
8 they are on-boarded and before the new hires can begin their employment.

9 (d) A handbook of state customer service policies shall be available online.

**§6C-5-3. Customer service course updates.**

1 (a) Every three years, a four-hour refresher course in customer service for state employees  
2 must be completed by every state employee who works in a position that deals with the public  
3 through email, via telephone, in-person, or in written letters to update the employees in new  
4 policies and to refresh the employees on customer service protocol.

5 (b) Every employee who completes the required customer service training shall receive

- 6 email updates when a new policy or procedure is adopted by the Department of Personnel.

NOTE: The purpose of this bill is to provide customer service training to all state employees.

Strike-throughs indicate language that would be stricken from a heading or the present law and underscoring indicates new language that would be added.