

## Sample Expectations

### Work Hours, Time Management & Attendance

- 8am – 5pm with 1 hour for lunch. Up to 15 minute break for each half day worked.
- Requests for schedule changes or overtime must be approved prior to working.
- Vacation leave requests should be submitted via e-mail.
- For planned absences/office closures, please be sure to use an out of office message and, if applicable, direct them to an alternate for immediate assistance.
- Sick leave requests:
  - You must speak to (no voicemail, e-mail, text messages) either your immediate Supervisor or their designee and receive confirmation/approval.
  - If you are out more than 3 days, a doctor's note will be required.
- If you receive a request from another department to do something (i.e. generate a report, participate in a committee, etc) please make your supervisor aware before any action is taken.

### Personal Items

- Be a positive representative of CMU and the department.
- Maintain your workspace to make sure it is neat & orderly and not encroaching on others' space.
- Be aware of your surroundings (ex: noise, loitering, etc). Keep cell phones and ipods turned off and out of sight during work hours.
- No Facebook, computer games, etc. (zero tolerance).
- Keep personal phone calls to a minimum – chat with friends and family outside of work hours.

### Communication, Confidentiality & Customer Service

- Handle one customer at a time and ensure customer confidentiality (do not discuss personal, confidential or sensitive matters in front of other customers).
- Voicemail should be checked throughout the day and calls returned within 1 business day (or less).
- Present a positive image & attitude.

### Relationships, Collaboration & Teamwork

- Be respectful of other's time and areas of responsibility.
- Listen to concerns expressed by others and encourage others to express their views and keep an open mind.
- Share information and keep people up-to-date.
- Be inclusive and respectful of all people and points of view.

### Accountability & Attention to Detail

- Take ownership and accept responsibility for your own actions and areas of accountability.
- Set a good example for others.
- Proofread everything – twice.
- Accuracy is more important than speed – take the time necessary to be accurate and correct the first time.
- Understand how your duties impact others.

### Leadership, Supervisory Responsibility

- Leadership Standards (see handout)
- Manage staff by providing clear, motivating and constructive feedback in a timely manner.
- Provide challenging assignments and help employees develop areas of expertise.
- Manage conflict.
- Respect employees and treat everyone fairly and consistently.

### What you are not responsible for:

- You are not expected to monitor other employees attendance.
- You are not expected to coordinate work/schedule appointments for employees outside of your department.
- Any assignments outside of your daily work schedule should come through your Supervisor or their designee.