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.