



# SAMPLE GOALS

## CUSTOMER SERVICE

Title: Customer Service

Goal Statement: Provide exceptional customer service to all students, faculty, staff, and parents (customers)

Description/Tasks:

1. Greet all walk-in customers immediately and answer all customer calls before routing to voicemail
2. Follow up on all requests and questions within 24 hours
3. 100% of customer issues solved within 2 business days
4. Receive 95% or above on customer satisfaction surveys

Create Goals

**Set**

Enter details or import using the SMART Wizard or copy goal from previous goal period. Adjust dates to the current goal period. Wizard

\* Title: Customer Service

Goal Statement: Provide exceptional Customer Service to all students, faculty, staff, and parents (customers)

Start Date: 5/1/2014 \* Due Date: 5/31/2015

Tasks	Start Date	Due Date	Options
Greet all walk in customers immediately and answer all customer calls before routing to voicemail	6/1/2014	5/31/2015	
Follow up with all customer requests with 24 hours	6/1/2014	5/31/2015	
100% of customer questions and issues resolved within 2 business days	6/1/2014	5/31/2015	
Receive 95% or above customer satisfaction ratings on sample surveys	6/1/2014	5/31/2015	

Attachments

Attachments

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## PROFFESIONALISM

Title: Professionalism

Goal Statement: Model the highest standards of professionalism with co-workers, students, faculty, and staff

Description/Tasks:

1. Provide accurate and timely information
2. Be punctual for work and meetings
3. Follow all applicable workplace policies, processes, and procedures
4. Be respectful of co-workers, students, faculty and staff

\* Title: Professionalism

Goal Statement: Model the highest standards of professionalism with co-workers, students, faculty and staff

Start Date: 6/1/2014 \* Due Date: 5/31/2015

Tasks	Start Date	Due Date	Options
Provide accurate and timely information	6/1/2014	5/31/2015	
Be punctual for work and for meeting start times	6/1/2014	5/31/2015	
Follow all applicable workplace policies, processes, and procedures	6/1/2014	5/31/2015	
Be respectful of co-workers, students, faculty and staff	6/1/2014	5/31/2015	

Attachments

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## **RECRUITING**

Title: Hire new employees

Goal Statement: Hire great talent and the best fit for each job role at the University

Description/Tasks:

1. Identify and use appropriate marketing channels to source/find great candidates for every role
2. Track # of hires per month and per department to inform goal targets for 2015
3. Track "Time to Fill" for each role to inform goal targets for 2015
4. Partner with departments and hiring supervisors to educate about Diversity recruiting
5. Fulfill on Service Level Agreement standards with all hiring supervisors and departments
6. Use selection criteria to identify a slate of well qualified candidates for every role

## **SUPERVISION**

Title: People Leadership

Goal Statement: Be a great supervisor and leader

Description/Tasks:

1. Manage performance-set clear performance expectations and goals; provide regular and candid feedback on performance, development and goals; regularly recognize accomplishments, hold bi-annual progress review conversations
2. Develop employees-provide appropriate and challenging work assignments; partner to establish a development focus for each employee; encourage and support professional development
3. Build a high performing team-uphold team norms and expectations; create a team culture of openness and collaboration; model a culture of inclusion
4. Model leadership within and outside department-collaborate with department leadership team; share information, ideas, and decisions; make informed and well grounded decisions; credibly represent my department across the University

### **Human Resources**

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