**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  

**PROFESSIONALISM**

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
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