

SAMPLE GOALS

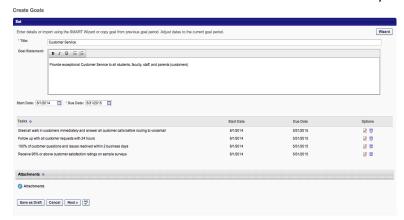
CUSTOMER SERVICE

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



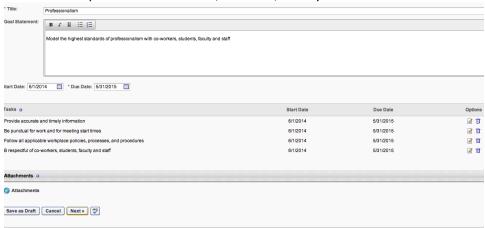
PROFFESIONALISM

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



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:

- 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