**(*NAME OF DEPARTMENT)* TEAM MEMBER EXPECTATIONS**

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| **Work Hours** | * (*Department name*) is open from 8:00-5:00pm. However, you should adjust your schedule according to the needs of the job.
* Seek approval from (*supervisor’s name*) in advance for any changes to the established work schedule, including the use of leave and late or early arrivals and departures, or overtime request.
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| **Attire** | * Because of the nature of this job, business/professional dress is usually (*describe*). On Fridays it will depend on your schedule for the day.
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| **Call In Procedure** | * If for any reason you are running late or are going to call in sick for the day and you have meetings or classes scheduled, you should call your back-up by 7:00am that morning. This will give them notice that they have to cover your class or facilitation.
* It is up to you to reschedule your meetings.
* You should also leave a voice mail message on (*supervisor’s name*) phone.
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| **Code of Conduct** | * It is expected that all members of the (*department name*) team conduct themselves in a professional manner. This includes:
	+ Treating others with dignity and respect at all times
	+ Conducting yourself in an ethical manner at all times
	+ Supporting the mission and values of the University and department
	+ Providing excellent customer service to both internal and external customers
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| **Staff Meetings** | * (*Department name*) has regularly scheduled staff meetings every (*frequency*); the HR staff meetings are held once a month; it is the expectation of all team members of (*department name*) to attend those meetings.
* On occasion there is a service request that is scheduled at the same time, please notify (*supervisor’s name*) if you have scheduling conflicts. Please also make every attempt to negotiate other options with the requestor before offering the staff meeting time for service request.
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| **Team Huddle** | * Team Huddles are done every Tuesday morning; all team members are expected to participate.
* Please also make every attempt to negotiate other options with the requestor before offering the huddle time.
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| **Concerns/Questions** | * (*Department name*) is a collaborative department; feel free to ask any member a question.
* If you have questions or concerns that need to be addressed with (*supervisor’s name*), please do so, I have an open door policy.
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| **Work Ethic/Professionalism** | * Resolve work-related issues and disputes in a professional manner
* Devote full effort to job responsibilities during work hours
* Maintain the qualifications, certifications, and or required training requirements identified for your position
* Meet or exceed established job performance expectations
* Make work-related decisions and/or take actions that are in the best interest of (*department name*)
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| **1 on 1 meetings** | * One on ones should be set up between each team member and (*supervisor’s name*). For the hourly employees these meetings should be bi-weekly. For the exempt they should be set up monthly. Each 1 on 1 meeting should be scheduled for 1 hour. If for any reason either (*department name*) or the team members has to cancel, it is up to the person canceling to reschedule within the same or next week.
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