

UNIVERSITY OF ILLINOIS
AT URBANA-CHAMPAIGN



STATEMENT OF EXPECTATIONS, STANDARDS, AND PRINCIPLES

(upon hire, please sign below, make yourself a copy, and return original)

The ideal student or professional staff member will be someone who:

1. Understands the mission, purposes, and goals of the office and is committed to creating a welcoming and encouraging atmosphere for students and other constituents;
2. Is committed to the cultures of staff excellence, student excellence, planning, assessment, and internal and external engagement;
3. Is loyal, honest, demonstrates integrity, and maintains high ethical standards and behavior;
4. Maintains an upbeat and proactive attitude;
5. Is professional in attire, behavior and attitude and shows respect and courtesy to everyone;
6. Is highly organized and pays attention to detail;
7. Maintains confidentiality and protects sensitive, personal, and privileged information;
8. Is self-motivated and takes initiative to address potentially problematic or unpredictable situations;
9. Is able to learn quickly and adapt to University and department processes and protocols;
10. Is cooperative and a team-player as demonstrated by working with and supporting all staff and students;
11. Asks good questions to better understand and promote the department;
12. Actively seeks to resolve conflicts and disagreements in a professional manner;
13. Anticipates the needs of the office and works to meet those needs in a timely and efficient manner by searching for and presenting solutions;
14. Manages multiple tasks effectively and uses time productively;
15. Is sensitive to the needs of the diverse populations we serve;
16. Maintains productivity in an intense, fast-paced, data-driven and outcomes-oriented environment; and
17. Takes responsibility for actions and sets an example for others to follow.

Employee Printed Name

Employee Signature and Date

Created: April 9, 2011
Revised: July 2012
c:/WS/My documents/Position Descriptions/Expectations