

STANDARD PERFORMANCE EXPECTATIONS

Employees of the School of Dentistry are expected to conduct themselves in a manner that supports and contributes to the mission of the school. In this effort, all employees are expected to:

- provide excellent customer service to all constituencies of the university
- support the diversity of people and ideas
- value the contributions of others
- show initiative and be proactive in the performance of all work responsibilities; work effectively and efficiently
- maintain appropriate levels of confidentiality with private and/or sensitive information
- maintain work areas and offices so that they project pride, genuine interest in, and respect for, the services we provide and the jobs we do
- assist and support others in carrying out their responsibilities
- support and contribute to a safe, healthy, and comfortable work environment by following all safety policies and directives; report all hazardous or unsafe conditions
- respect and adhere to general work rules to include:
 - arrive to work and return from breaks or meal periods on time and ready to perform the responsibilities of the job
 - notify the department manager of an absence from or delay in arriving to work prior to the beginning of the scheduled work hours and in accordance with department protocol
 - report absences due to illness on a daily basis, except in cases of approved disability leave (in cases of emergency, report the absence as soon as possible)
 - limit the use of university time and/or equipment for personal activities (i.e. personal telephone calls, xeroxing of materials, etc.)
 - plan and request vacations in advance and with specific needs of the department and academic schedule in mind

- schedule medical/dental appointments at the beginning or end of a work day; notify the manager in advance of the need for time off.

Specific departmental work rules are established by the department director, manager and/or administrator.