**Standard Expectations of an Employee**

Employees perform specific duties and tasks for employers in exchange for compensation. Typically, they work in a full-time, part-time or temporary capacity. Employees fulfill certain job responsibilities and roles, most often defined in the job listing. It should be noted that a job description does not necessarily define every minute job task but rather provides an overview of essential duties and the like. Any major change in duties should be reviewed by the supervisor with Ecology’s HR Liaison. Ecology’s HR Liaison will work directly with UGA-HR to determine if further action is needed (i.e., reclass, compensation change, etc.).

UGA-Ecology uses a performance management system to help motivate employees to perform their jobs well. UGA-Ecology may integrate training opportunities to help increase employee skill levels and experience. Some trainings may be mandated and others may be provided as additional opportunities. Training should be discussed with and approved by supervisors.

Employees typically work within a certain time frame and in certain workspaces to complete their duties. Ecology has positions that involve field work and, therefore, may have employees who work outside the typical business hours of Monday – Friday, 8am – 5pm.

Below is a **SAMPLE** outline of job performance expectations that a supervisor may go over with their employee.

* Confidentiality –Your ability to be discreet and handle confidential information with the greatest of sensitivity is critical to your success. This includes all verbal and written communications. Not only do we have an ethical responsibility to protect this information, but more importantly, we are legally required to safeguard it at all times. If you have any questions or concerns about what is or isn’t confidential, please do not hesitate to obtain clarification from your supervisor.

* Training – As a current employee you should be aware that training is available through many sources. You will be required to maintain training as it pertains to your position. You should obtain full support from your supervisor so long as it does not interfere with the normal work flow of your normal duties.
* Working Relations – You are to conduct yourself with professionalism and respect at all times. Display civility and cooperativeness at all times towards colleagues, students, faculty, alumni, community members, and administrators, when carrying out your job duties. Your interactions with others must be collegial and help create a positive work environment. Your communications are expected to be pleasant and accurate. Do not feel obligated to guess what an answer might be. Rather inform the inquirer you will get back to them after a bit of research. You will be expected to follow up with an answer. At all times, please avoid using incorrect, evasive or misleading statements.
* Voicemail - Listen to your work-related voicemails in a timely and careful manner. Determine whether there is follow-up action or response required, and respond accordingly. You are encouraged to show initiative and be responsive to all communications. Please keep personal calls to a minimum as they should not interrupt your work day.
* E-mail – You will receive both work and non-work-related e-mails. Please take extra care in determining the difference. Be mindful that spam and junk mail may carry potential viruses. These can be very dangerous to your computer and the system. Do not open attachments unless you are sure, otherwise delete them immediately. For work-related emails, please read them in a timely and careful fashion. Determine whether follow-up or a response is necessary, and respond accordingly. You may need to acknowledge receipt or give status, even if you do not know the answer, but are working on it. This is best practice. You may send or receive electronic meeting requests. Please respond vigilantly because responses are normally automatic and advises the sender right away. You are encouraged to show tactful written etiquette and initiative. Be proactive and responsive in all of your electronic communications.

SAMPLE

* Communications – You must communicate with your supervisor and others in a clear, honest, and timely manner. If you are unclear on any assignment please reach out to your supervisor for clarification. Repeat back to your supervisor what your understanding is until both of you come to an agreement. Once your tasks are completed for the day you are strongly encouraged to show initiative in organizing your office, help others, create working documents or perform other non-daily duties to help create an efficient working environment. No one knows what you need or if you are ready for your next assignment unless you take the first step. Do not fall into the habit of having others seek you out to find out the status of your work.
* Meeting Participation - When you are asked to attend a meeting, please make every effort to be there and on time. Respect your time commitments and those of others. Do not expect participants to locate you when you are not there. If you will be delayed or need to reschedule, contact the meeting chair as soon as possible to explain the delay, give estimated time of delay or request to reschedule.
* Meeting Deadlines – Please follow-through with set deadlines. If you experience a delay in meeting your commitment, consult with your supervisor before the deadline to give a status update, obtain further direction, or to set a new deadline if possible. Otherwise, it is expected that you will make all of the necessary arrangements to meet the agreed upon deadline. Do not wait for someone to come looking for your work product, it is your responsibility to be proactive and turn it in on time.
* Accuracy – When you are given a work assignment, task, or project, please review and proofread your work carefully for format, accuracy, grammar, tone, and purpose, prior to turning it in. Business documents are not essays. This includes email communications. Be your own editor and strive to turn in quality work at all times. Business basics indicate one should strive to be “Brief, Clear, and Concise.” If you need help with the format or structure of your work, please seek assistance right away.
* Directives or Directions - Employees are required to comply with their supervisor’s request, instructions, or directives as it relates to their job. In the event you are unable to meet this standard, you should consult with your supervisor immediately to discuss any problems, delays, and/or challenges. However, be advised that disregarding a request, instruction, or direction may be viewed as insubordination. While there may be times that you do not always agree with the decisions, requests or directives given to you, I encourage you to discuss your concerns with your supervisor.
* Observance of Work Hours – Your work hours must be consistent with your established schedule, as deemed by you and your supervisor. Your supervisor should provide the days and hours of your work to you. Any employee working 6 hours or more is required to take a 30 minute break. Any deviation from the approved schedule must be proposed in writing to your supervisor and copied to the HR Liaison.
	+ Scheduled absences - Submit all scheduled absence requests (such as vacation, pre-scheduled doctors’ appointments, etc.) with as much notice as possible for review and potential approval.
	+ Unscheduled absences - Please contact your supervisor as soon as possible before the start time of any same day unscheduled absences or late arrivals. If an emergency comes up during the day and you need to leave early, contact your supervisor immediately.
	+ Certain classifications do not allow for overtime.
* Leaving your work area - If you need to leave the office area for any reason for a prolonged period of time during the work day, please leave a note on your door accordingly. It is critical for daily operations, in the event of an emergency, and for proper supervision purposes.
* Conflict Management – It is normal for differences of opinion or conflicts to occur in the work place. When this happens, it is expected that you will work towards an amicable solution, and all parties remain mindful not to escalate the situation. Explore why there are differences, respect the individuals’ right to their opinion, and try to understand that varying life and work experience levels may be different from yours. Therefore, you may not share the same approach to the problem, or conflict resolution. Wherever possible, be flexible about the outcome. In the event your efforts are not successful, you can agree to disagree. During your interactions, remember to be respectful and strive to keep your composure, even if it appears that the other person is not open to resolution. If necessary, remove yourself temporarily from the immediate area. Please keep the channels of communication open with your supervisor so they may assist you in this process, as needed. Please strive to establish good working relations at all times.

SAMPLE

If you have a specific issue with your supervisor it is expected that you will reach out to the next level supervisor for resolution.

We are committed to seeing you succeed. Everyone should do their best to assist and support one another in these efforts.

Other items up for discussion include lunch break schedules, dress code, field conditions, travel requirements, among other things.