



## WRITTEN COMMUNICATION

1. Respond to all e-mails within one business day.
  - a. You do not need to provide a final answer within one business day; but you must respond to each e-mail indicating that you have received the message and that you will respond fully in a timely manner.
2. E-mail your supervisor by 5pm each business day providing a progress report on your work, including:
  - a. projects you have completed during the day
  - b. pending projects and their estimated date of completion
  - c. items on which you seek supervisory approval and insight
3. Proofread all written communication to ensure correct grammar, punctuation, and capitalization.
4. Obtain supervisory approval on all written reports two days prior to the deadline.
5. Reference the University Style Guide for expected guidelines regarding written communication.
6. Write complete sentences with proper grammar, capitalization, and punctuation.
7. Clearly format all data reports with appropriate titles, headings, and spacing.

## MEETING DEADLINES

8. Complete all of your assignments in a timely manner to meet deadlines.
9. Fully complete all duties assigned to you.
  - a. Notify your supervisor immediately and at least two business days in advance if you are unable to complete any of your job responsibilities or seek further clarification regarding your duties.
10. Commit only to projects and deadlines that you believe that you can reasonably accomplish.
11. Communicate with others as soon as you know that you will be unable to keep your commitment and at least two business days in advance of the deadline.

## FOLLOWING INSTRUCTIONS

12. Fully follow all directions provided to you on all projects.
13. Ask your supervisor for clarification on expectations or best practices on all projects.

## INITIATIVE/OWNERSHIP

14. Proactively consider all aspects of your assignments before meetings, including the planning, timeline creation, relevant data, etc.
15. Take ownership over all aspects of your assignments, including vetting creative ideas by considering ahead of time budgets, timelines, realistic implementation, etc.
16. Review all projects and ideas with your supervisor at least one business day prior to engaging others.

## PROFESSIONALISM

17. Be prepared for meetings with supervisors; always bring a ballpoint pen, notebook, specific questions, and all other necessary materials.
18. Proactively consider all aspects of your assignments before meetings, including the planning, timeline creation, budget, relevant data, etc.

## ORGANIZATION

19. Maintain a neat and organized workspace that is reflective of the quality of your work, your department, and Pepperdine University.
  - a. Refrain from leaving piles of files on your desktop.
20. Organize your electronic documents in folders, so that they may be found easily.

## UNIVERSITY CREDIT CARDS

21. Reallocate your credit card in WaveNet on-time by the end of each month.
22. Reconcile your credit card within 30 days of receiving your credit card statement.

## BEHAVIOR/ INTERPERSONAL INTERACTIONS

23. Speak and interact with your supervisor, colleagues, students, alumni, and friends of the University in a polite, respectful, friendly manner.
24. Refrain from socializing with coworkers during business hours.

## PERSONAL BUSINESS

25. Refrain from using your phone for personal business during your work shift.
  - a. Use your phone for personal business during one of your fifteen-minute breaks or during your 60-minute lunch break.
26. Personal business should be conducted during off-work hours or during your lunch break.
  - a. Your personal academic pursuits may not impact your work day from 8am – 5pm.
27. Refrain from bringing your children to work; including the department office, library, meetings with students and colleagues, and any other business related activities.

## TIMEKEEPING/ WAGE AND HOUR

28. **(Exempt Staff)** Your normal work schedule is from 8am – 5pm Monday through Friday at the Malibu campus.
  - a. As you know, there may be evening or weekend projects as part of your job duties.
  - b. Obtain written supervisory permission at least three days in advance for any variation in the above schedule.
29. **(Non-Exempt Staff)** Adhere to all University timekeeping policies and procedures:
  - a. Report to work no later than 8am.
  - b. Take one fifteen-minute break for every four hours of work.
  - c. Take one sixty-minute lunch break before 2pm.
  - d. Leave work at 5pm.
  - e. Obtain written supervisory permission at least three days in advance for any variation in the above schedule.
30. Obtain written supervisory permission for any requested vacation time at least two weeks in advance.
  - a. Going forward, I will not approve vacation time without you having accrued vacation time.
31. Notify your supervisor via phone/e-mail within 30 minutes of the beginning of your work shift that you will not be in the office due to illness. (University Policy 14.8)
32. Submit a doctor's note to your supervisor for each day that you are out of the office due to illness. (University Policy 16.2) **(Please speak with HR prior to implementing this expectation.)**
33. Refrain from coming to work or performing work functions at home while you are sick or contagious.

## SUPERVISOR BEHAVIOR

1. Discuss any issues or concerns you have regarding performance in the **(insert department name)** office with me prior to sharing it with staff or student workers.
2. Provide constructive feedback to staff and student workers in private and in a manner that is not belittling, demeaning, or otherwise condescending.
3. Refrain from providing constant helpful reminders or patronizing remarks to staff and student workers throughout the day. Instead, provide feedback in a regular meeting with your staff.