

Eastern Michigan University
Student Center Operations Team
General Expectations of Student Employees

Accountability and Responsibility:

- Maintain good University academic and judicial standing.
- Comply with University and departmental policies and procedures.
- Maintain appropriate level of professionalism including language, dress, and attitude.
- Serve as a positive representative for the Student Center Operations Team, and EMU.
- Manage time commitments effectively, anticipating necessary tasks and deadlines, and planning accordingly.
- Report hours and attendance accurately.
- Follow call off and time off request policy and procedures.
- Seek out appropriate information, assistance and/or consultation as needed.
- Attend all departmental student staff trainings and development sessions.
- Respond to requests for information and/or action in a timely manner.
- Attend weekly meetings with your supervisor.
- Seek supervisor feedback and final approval on all work products and communications before they leave the department.
- Come prepared to all meetings.
- Keep workspace and shared computer/meeting space clean and organized.

Interdependence and Teamwork:

- Promote and contribute to an atmosphere of cooperation and productivity.
- Help others when possible and appropriate.
- Express ideas and concerns clearly.
- Share skills and expertise with others.
- Inform supervisor of any conflicts or issues of concern.

Customer Service:

- Maintain a positive attitude about EMU, Division of Student Affairs and department.
- Collaborate with, and assist other offices, individuals and organizations as needed and/or appropriate.
- Follow through on customer questions and requests in a timely manner.
- Exercise good judgment in stressful or emergency situations.
- Commit to representing the needs of the diverse student population at EMU.
- A flexible attitude and an appreciation for student activities programming.