

Sample Expectations

Develop a spreadsheet for preparing budgets for extramural grant proposals by the end of the evaluation period.

Complete travel requests and completions within 48 hours of receiving the necessary documentation.

Develop a spreadsheet that will organize procurement for individual extramural projects by the end of the evaluation period.

Develop a system that will track procurement items by the end of the evaluation period.

Assists project director with fiscal and procurement responsibilities of the project, and in preparation of memos and reports with confidential communication at all times with the director as instructed.

By October 31st ensure that 50% of clients have current assigned insurance company inputted into the _____ program as well as 50% of the clients have active and current medical authorization.

By the last day of each month, have entered into the _____ program 90% of the staff's daily appointment logs. Advising and educating staff on errors made in billing codes as they occur.

By the end of October review 75% of clients charts for verification of proper order set by the _____ program. Move 75% of the current active charts to a new filing system to ensure better security and confidentiality.

Process all new hires in a timely fashion so that payroll deadlines are met.

Process payroll changes according to payroll deadlines

Process purchase orders, travel requests and reimbursements within _____ days of receipt of all necessary information.

Handle all program inquiries and requests within _____ days of receipt

Prepare and process accurate personnel hiring documents via UH/RCUH system within specified due dates/deadlines. This involves both input of data online and hard copy processing of documents.

Utilize a warranty/maintenance tracking system (manual and appl. based) for tech. purchases. Items to include purchase value of >\$100. System will allow for DP to quickly and easily find info. Manual implementation to be done by _(date)_____.

Assist with the management of the DP Office restructure project, including DP Server room, office bp, and furniture procurement. This objective will be evaluated on an ongoing basis until project completion.

Propose and implement a project, which provides a tangible increase in the Data Processing Departments efficiency, or a significant cost savings for within the computing environment of _____ Office. Started by Q3, finished by EOY.

Conduct in-house training and review of the e-purchasing system with the following _____ programs by (date). With positive feedback and evaluation from the training participants.

Sample Expectations

Develop and implement the website for _____, as agreed upon with _____, and to include the ability to maintain both sites. Performance based upon timely completion of project milestones.

Participate in the joint development of the _____ website, implementing the requested features, with the ability to easily maintain. Performance based upon the timely completion of project milestones.

Coordinates a minimum of _____ workshops during the year insuring timely scheduling, complete preparation of the highest professional quality. This includes: workshop registration, collecting fees, and layout work for workshop material and flyers.

Responds to inquiries within 48 hours relating to correct procedures and applicability of procedures by students and staff, effectively, accurately and efficiently.

Functions in a professional and cordial manner on a daily basis.

Functions as a team player at all times with regards to other administrative staff, support staff, and faculty needs.

Functions in a creative manner.

Reviews and approves purchase order and direct payments below \$2500 for compliance with Federal, State, UH & RCUH regulations in an accurate and timely manner. Ensure payments are made within _____ days after receipt of goods or invoice, whichever is later.

Demonstrates professional attitude when communicating with vendors to respond to their needs in a service oriented manner.

Effectively apply job knowledge in advising program staff on policies and procedures upon inquiry.

Handle and adjust to increased workload (number of students and faculty) while still maintaining high level of service

Review documents for compliance with federal, state, University of Hawaii, and RCUH rules and regulations in a timely manner in accordance with processing times set internally at the College (currently set at _____ days).

Correctly complete requisitions (purchase orders) and submit them within _____ working days from the time the request is made.

Correctly complete travel advance forms and submit within _____ working days from time travel information presented. Notify requester via e-mail or telephone within _____ working day after initial receipt of the request if additional information is needed.

Correctly complete travel completion forms and submit within _____ working days of receiving receipts and necessary information. Notify requester within _____ working day after initial receipt of the request if additional information is needed.

Accurately monitor account balances and update each account as expenditures occur to ensure projects are meeting program objectives and not overspent.

E-mail the principal investigator and project coordinator complete and updated account information/balance reports by the 2nd Monday of each month.

Sample Expectations

Become more organized with record keeping, understanding the impact of reports and provide Banner related information.

Demonstrates good organization skills and the ability to prioritize workload to meet the most important needs of the program.

Learn to successfully navigate the _____ (e.g., PeopleSoft) system by end of rating period.

Demonstrates poise, maturity, positive attitude, & self confidence in the accomplishment of tasks & communication with others.

Projects and demonstrates respect, consideration, and professional bearing toward faculty and staff. Deals courteously with other staff and general public.

Assumes new approaches and additional responsibilities readily.

Prioritizes work assignments during high volume processing times, able to multi task.

Shows initiative in dealings with principal investigators, project staff and other grants management staff by providing helpful advice, encouraging open communications and contributing useful solutions to difficult problems whenever possible.

Recognizes communication breakdown and intercedes to alleviate escalation of problem and insure positive outcome.

Exercises sound judgment. Interprets and applies laws, policies, rules, and regulations. Resolves fiscal issues expeditiously; determines root of the problem, and gathers proper supports.

Works as part of a team and places team success and goals above oneself. Initiates and coordinates efforts with other staff and peers.

Provides consistent/sound advice, interpretations and/or makes effective recommendations regarding applicable policies, procedures & collective bargaining rules/regulations when reviewing all personnel transactions & inquiries.

Respond to all internal and external personnel requests/inquiries within ___ hours.

Process personnel documents within office expectations and ensure that timely deadlines are met.

Be proficient in the areas of leave accounting and health benefits by the end of the evaluation period.

Prepare and conduct ___ training sessions by the end of this evaluation period.

Provide accurate and useful financial information on assigned projects and grants in a timely manner, e.g., projected balances every month within the last six months of a grant period.

A willingness to provide additional help, within Federal, State and University policies and rules, as needed, to assist principal investigators in accomplishing their research goals.

Demonstrates dependability and good follow-up of assigned tasks

Communicates clearly, courteously, and effectively with people. Routinely responds to people's request with the most accurate and complete information available.

Sample Expectations

Work out creative solutions to address personnel needs and problems in a "can do" manner. Emphasize ways to do things rather than reasons why things can't be done.

Conducts careful and thorough investigation of complaints and writes accurate and objective findings. Writes report and recommends course of action within ___ working days for division head to review.

Efficiently resolve issues while providing seamless customer service.

Using knowledge of APT, civil service, E/M and faculty classification systems, provides advisory services to UHM unit personnel in a thorough and complete, professional manner.

Takes the lead on one (1) major project per year--to be determined within the next month.

Develop interpersonal relationships with customers to foster long term working relationships and to streamline process management.

Provide customers with accurate, complete, valid and current information, guidance and advice.

Exhibit professionalism, engage in respectful and supportive communication between colleagues, customers, and members of the public.

Complete investigative reports within one week of completion of investigation.

Have timely communications with supervisor and unit personnel about the status of project budgets and needed adjustments.

Develop and execute plans to close the state and federal fiscal years with minimal loss of funds.

Coordinate program allocations and adjustments to maximize efficient use of funds by close of FY.

Follow up on cost sharing and FTE certifications by assigned due date.

Prepare and advise P.I.s in the preparation of proposal budgets within a ___ hour timeframe, provided the P.I. submits adequate information.

Prepare and submit cost sharing/FTE reports and any other reports as required by University, contracts and grants sponsors, and/or any other entity for which such reports are required, within specified due dates/deadlines.

On a proactive basis, keep faculty and staff knowledgeable and competent in executing their project and university administrative responsibilities through necessary informal advisements and/or formal training as the situation warrants.

On a routine basis and/or as the situation warrants, train and keep up to date project support, clerical, and other staff on procurement policies and procedures and on the use of UH and RCUH online systems.

Provide solution oriented suggestions to improve admin services operations and service delivery. Help identify problem areas and provide ideas for alternative or updated policies/procedures to meet changing needs.

Review and evaluate contract proposal budgets and cost-share commitments to ensure that departmental resources are not overly stated and/or over committed. Review should be done within ___ working days from receipt of the proposal budget.

Sample Expectations

Demonstrates dependability and follow-up of assigned tasks, good interpersonal skills in the performance of duties and works well with the group and contributes to the global efforts of the group.

Demonstrates good knowledge of protocols as they pertain to duties and demonstrates good organizational skills.

Attitude -Demonstrate poise, maturity, confidence and understanding with all associates at work.

Judgment- Demonstrate good judgement in the training of others in lab and in handling infectious agents,

Leadership- Take control of providing training, supervision and advice to other members in lab.

Communications/Teamwork- Keep all personnel in lab informed about general activities in lab, safety issues and scheduling to use equipment.

Supervision- Provides training of all personnel in lab, ensure all equipment working properly and all projects are making progress.

Leadership/Teamwork- Take control of providing training, supervision and advice to other members in lab so all members working in harmony.

Technical skill-Demonstrate up to date knowledge in latest information and in the use of new methods to be used for projects.

Work performance-Discuss data with supervisor and submit timely, thorough accurate and complete written progress reports. Maintain data base and storage of selected samples.

Initiative- Schedule appropriate workload and make changes in work when deemed appropriate. Monitor safety requirements for lab.

Responsibilities-Oversee daily operations in lab and ensure that lab supplies are ordered. Ensure that own project duties are completed on time.

Take the initiative and anticipate needs and requirements of the project to have materials, supplies, and other needs to carry out experiments.

Take all necessary safety precautions at all times to minimize injury to personnel and damage to property.

Keep lines of communications open with project personnel and provide updates and reports as required to keep them abreast of project progress.

Report any difficulties on a timely basis relating to experimental procedures to project personnel so modifications or adjustments can be made to correct procedural problems.

Work amicably with other project personnel and other co-workers.

Exercise safe and proper techniques to comply with health and safety standards.

Evaluate and communicate findings at least weekly; recommend ways to improve productivity and/or statistical validity of experiments.

Conduct own work in compliance with ethical, statistical, and safety standards. Promote the responsible conduct of other team members.

Sample Expectations

To maintain and improve on the high quality research output over past year.

Demonstrates dependability and follow-up of assigned tasks,

Demonstrates good interpersonal skills in the performance of duties. Works well with the group and contributes to the global efforts of the group,

Carefully plan and conduct experiments independently and efficiently in order to minimize waste of time and expensive reagents. Provide weekly summary of results in order to better plan subsequent experiments.

Organize and plan activities for greatest efficiency.

Be courteous to undergraduate students and technical assistants. Explain clearly how to carry out research-related tasks to people you are supervising.

Make mess, clean mess. If equipment are broken, tell your research supervisor. Make suggestions on what needs to be done to repair equipment.

Make sound office and staff management judgments. Monitor staff closely and successfully address problems as they arise. When necessary, develop original, constructive methods for addressing office or staff inefficiencies or lack of productivity.

Create a welcome atmosphere and initiate accurate admission information when meeting daily with prospective students. Reduce or eliminate long waiting periods for students and appts and reduce no. of complaints by students to under five per year.

Complete advising narrative within ___ working days after each student advising session.

Develop and implement at least ___ activities related to student recruitment (e.g. mentor training, information dissemination, orientation activities).

Interview ___% of new applicants and complete a student assessment, academic plan, and activities plan by the end of their first semester of participation.

Reassess ___% of continuing active participants and complete student assessment, academic plan and activities plan by the end of the fiscal year.

Develop and implement at least ___ activities related to student retention (e.g., student club, summer scholarship program, special courses and workshops).

Monitor the progress of ___% of active students toward graduation through grade and credit review, individual or group advising, or through mail or e-mail communication.

Attain ___% accuracy in evaluation of records and supporting documents; determination of residency status; financial responsibility of foreign applicants; and issuance of I-20.

Reduce the number of complaints about misinformation on admissions by applicants and potential applicants to ___% less than current levels.

Identify and describe for other staff ___ foreign institutions or systems that are either new for the University of Hawai'i at Mānoa or have changed enough in their policies to affect admissions.

Attain ___% accuracy in evaluation of records and supporting documents; determination of residency status; and financial responsibility of foreign applicants.

Reduce the number of complaints about misinformation on admissions by applicants and potential applicants to ___ less than current levels.

Sample Expectations

Obtain feedback from faculty and applicants and use it as an admissions team to improve procedures and information about admissions.

Increase the awareness of _____ program in on-campus employers through ____ activities by ____ (Date)____.

Diversify the types of community service positions by entering into agreements with ____ new community service agencies by ____ (Date)____.

Learn ____ new regional educational systems to better facilitate the evaluations from those countries:

Continue and maintain the _____ Project by meeting and informing employers of the program and services offered by CS, i.e. on campus recruitment, informational meetings, open forums, job listings, etc. (Meet with at least ____ employers)

By ____ (Date)____, conduct annual training workshop for new advertising representatives, and continue provision of on-going staff mini-trainings.

Conduct work ethics workshop at least ____ during the academic year.

Instruct ____ + students in modern high school chemistry concepts and procedures with ____% passing rate.

Instruct ____ + students in modern high school physics and physiology concepts with ____% passing rate.

Tutor those students who would be deficient in the course of the science program so that ____% of them meet with success.

Instruct ____ + students in grade eight and ten science, ____% passing.

Executes Plans and prepares course materials for ____ + students.

Complete an accounting of all citation pay agreements made by the _____ Office during the past year. Provide a summary of their status and any action to be taken by ____ Date ____.

Processes relocation and visa docs. in a timely manner. Relocation to be processed w/in ____ working days of receipt of supp. docs. Visa docs. to be processed w/in ____ working days of receipt of required docs. (processing timeline based on normal workload).

Provides classification and compensation expertise to the UHM in a timely and accurate fashion. Make contact with college/school representative within ____ days of receipt to ensure appropriate justification.

The individual is expected to meet the clientele's timely need for accurate and reliable results for the samples submitted. Plant tissue analyses: ____ working days. Feed and Forage Analyses: ____ working days.

The individual is expected to perform all of the duties and responsibilities in a professional manner and attain a weighted average of ____% performance of all duties and responsibilities.

2. The individual is expected to meet the clientele's timely need for accurate and reliable results for the samples submitted- ____ working days.

Sample Expectations

Maintain effective professional communication with the Facility staff and supervisor. Participate in daily activities and problem solving. Be collegial, prompt, cooperative & responsive.

Describe experiments with enough clarity and detail that others can repeat the experiments. Provide write-up for each experiment and be able to provide a weekly, verbal summary of most significant findings

Promote a team approach and positive atmosphere to achieve the projects' aims, to maintain a safe, efficient, and conducive workflow and workspace, organize resources, meet regulatory guidelines.

Continue meticulous and detailed work, while increasing efficiency and multi-tasking.

Learn continuously. Seek understanding of new techniques and of statistical principles and programs.

Organize and supervise monthly tentacle collections. Achieve ___% reliable reporting of counts to Ocean Safety and PI. Certify that collection equipment is cleaned and stored properly within ___ hr of completion of collection.

Deliberately interact with the families of children at UH _____. Develop skills at communication and interpersonal interactions.

Apply positive methods of guidance and problem solving techniques to encourage self-control, self-direction, self-esteem and cooperation in children.

Provide a welcoming, personalised and engaged advising environment for majors, minors and potential ___ students.

Increase advising support for intended transfer students from within the system for a seamless transition.

Coordinated and conducted recruitment visits and tours for ___ high school and community college students through monthly campus visitations.

Increase the percentage of ___ students Graduating from _____. By number of students graduating and providing support and resources from the program.

Formulates realistic solutions in a timely manner.

Accepts criticism and feedback and uses suggestions to best advantage.

Willing to take on new approaches and additional responsibilities.

Writes concise reports, correspondences; prepares written material that can be easily understood by others.

Applies professional knowledge and experience to the job requirements.

Provides accurate information.

Produces expected quality and quantity of assignments

Gives effective direction to staff and volunteers.

As a team member, design, organize, and conduct ___ one-week workshops for teachers on PP&T course materials. Evaluate outcomes by ___ Date ___.

Sample Expectations

Establish working relationships with at least ___ deans/directors to discuss collaborative efforts between ___ and colleges/departments and create at least ___ partnerships that will enhance career development and/or student employment programs and services

Serve as a resource on publication issues. Remain current on industry standards & developments; apply problem solving techniques to publication process; respond to needs in a customer-service oriented manner; provide service beyond expectations.