Responsibility & Accountability

The following items are used in various assessments and job descriptions to measure responsibility and accountability.

• I arrive to work on time.
• I regularly attend DS, OED and Learning Group meetings.
• I understand the technical elements of document conversion.
• I feel comfortable with my role in providing direct assistance to students and staff.
• I remain calm during busy times.
• I keep accurate track of the hours I work.
• Not allowing distractions to prevent timeline completion of tasks.
• Following through on the promises and commitments that I make.
• Learn to be more intentional in the choices I make, recognizing the positive and negative results from my decisions.
• Makes appropriate decisions to handle assorted responsibilities.
• Plans and follows through on commitments set by supervisor.
• Recognizes and accepts the consequences of actions taken.
• Accepts responsibility for errors made.
• Completes tasks and assignments correctly and in a timely manner.
• I learned to recognize and accept the consequences of my actions.
• I learned to meet agreed-upon expectations and commitments.
• I take responsibility for my actions.
• I understand what is expected of me as it relates to this position.
• I follow through on the promises and commitments that I make.
• I take responsibility for my actions.
• Presents a positive public image: dress, grooming, speech.
• Responds promptly to customers’ presence at desk.
• Follows through on customers’ needs.
• Uses appropriate telephone skills.
• Maintains an orderly Information desk area.
• Completes professional and timely tours according to standard procedures.
• Properly handles equipment check-in/out procedures.
• Accuracy, thoroughness, and orderliness of paperwork.
• Completes accurate key and desk items inventories.
• Equipment is properly stored when returned by customers.
• Displays punctuality for shifts.
• Adheres to substitution policy.
• Completes appropriate clock in/out procedures.
• Is efficient in utilizing time.
• Is appropriately discrete with confidential information.
• Adheres to University and HRL policies.
• Adheres to standard desk guidelines as outlined in manual (food, music, electronic equipment, IM, etc).
• Reads and completes communications log/shift report.
• Effectively uses IDEA and other computer software to complete tasks.
• Implements outlined mail and delivery procedures.
• Has solid understanding of emergency procedures.
• Displays knowledge of Information Desk operations.
• Is responsive to Business Office and Residence/Assistant Directors requests.