

**San José State University
STANDARDS FOR ALL STAFF**

1. Represent the University, affirming, and promoting a positive public image.
2. Acknowledge, respect, and value each individual. Act professionally, work in harmony, instilling professionalism as a baseline requirement.
3. Work cooperatively as a member of your department, division, and University toward the achievement of its mission and goals.
4. Keep commitments.
5. Demonstrate an open, participatory, team-oriented style.
6. Demonstrate flexibility regarding changes.
7. Maintain your knowledge and skills at a level necessary to perform your work with excellence.
8. Be meaningfully engaged in work.
9. Notify supervisor if a deadline cannot be met by describing what measures can be taken to correct the situation.
10. Refrain from initiating negative discussions, which undermine the well being of you, the organization, and our campus community.
11. Use specified formats for communication.
12. Recognize that quality service is important to our customers and campus community.
13. Apply the highest standard of excellence to the delivery of service.
14. Serve all campus staff and external customers in a highly efficient manner.
15. Accept responsibility for all aspects of job and willing to be held accountable for job-related decisions and actions.
16. Be fiscally responsible with University equipment, property, and funds.