

Office of Vice President for Finance

Our goal is to embrace the following tenets in all that we do:

Customer Service Orientation

- We acknowledge that we are in the “**customer service**” **business**; not budget, finance, systems administration, accounting, audit services or treasury.
- VPF’s most important aspects of customer service are **timeliness and accuracy**. Our **core business** is providing timely and accurate information to the University Administration, agencies of government, constituencies, and our many publics.
- We will **provide information in an effective and efficient manner** by producing “high quality” work done in the shortest amount of time possible.
- We will **provide what our customers request**, not adding or taking away anything.
- We will promote a positive, “can do” attitude to our customers.
- It is our responsibility to resolve complaints to the customer’s satisfaction. The person who receives the complaint is responsible for the resolution and follow-up.
- We are empowered to interface with our university colleagues to resolve problems where we have the technical expertise and knowledge to do so.

Communication

- We **will follow-up** all important business discussions, meetings, and decisions **in writing**.
- We will communicate so that our **customer understands our meaning**. We will eliminate the use of technical jargon, acronyms, and overly-complex explanations.
- We will **provide timely communication** to our customers about the status of their requests.
- We will present all reports, analyses, work papers, and related documentation in a professional and **easy-to-understand format**.
- We will answer phone calls and electronic mail within one (1) work day of receipt, even if our response or related project work cannot be completed in that timeframe. Similarly, we will

process routine business transactions within one day of receipt.

- For multi-page work, we will **always provide a one-page Executive Summary** outlining major issues and decision points.
- We will use proper telephone etiquette, treating all incoming callers with respect and business decorum.

Professionalism

- We will be knowledgeable about the University, its policies and procedures, programs, and people.
- We will work to the job is completed, knowing that our customers are dependent upon the timeliness of our work.
- We will **keep ourselves abreast** of the most current trends, issues, and thinking in the higher education industry.
- We will **check our work carefully** ensuring a quality product before submitting it for review. This check includes a “common sense test” followed by routine grammar and spelling checks, a verification of math tabulations, and labeling conventions.
- We will **work smarter, not harder**, by leveraging technology to the maximum.
- We will **prioritize our work**. When possible, we will work the simplest projects first to reduce backlogs. “Plan your work, work your plan.”
- We will **work as a team** putting individual considerations aside.
- We will always treat our co-workers and those we come in contact with respect, dignity, and good humor.
- We will understand and support VPF’s operational goals and objectives.
- We will maintain a clean and neat work area, including jointly-used areas.