

STUDENT EMPLOYMENT HANDBOOK

A Guide for Students and Supervisors



Saint Xavier
UNIVERSITY

SXU.EDU | KEYWORDS: STUDENT EMPLOYMENT

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THE MISSION AND CORE VALUES

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THE MISSION

Saint Xavier University, a Catholic institution inspired by the heritage of the Sisters of Mercy, educates persons to search for truth, to think critically, to communicate effectively, and to serve wisely and compassionately in support of human dignity and the common good.



OUR CORE VALUES

At the heart of Saint Xavier University's mission are eight core values that ground and enliven the institution's academic and co-curricular programs and its operating ethos. These values reflect the University's Catholic identity, Mercy heritage, and commitment to knowledge for both personal enhancement and social progress.

Student employees are expected to embody and demonstrate a commitment to these core values in their daily work:

RESPECT

moves us to understand the gifts and unique contributions of every person in the University community and to value diverse perspectives.

EXCELLENCE

commits us to challenge ourselves to utilize our God-given gifts - intellectual, social, physical, spiritual, and ethical.

COMPASSION

compels us to stand with and embrace others in their suffering that, together, we may experience God's liberating and healing presence.

SERVICE

calls us to use our gifts, talents, and abilities to advance the genuine well-being of our community and those we encounter.

HOSPITALITY

draws us to do our daily work with a spirit of graciousness that welcomes new ideas and people of all backgrounds and beliefs.

INTEGRITY

gives us the ability to realize the greater good in our actions and programs and challenges us to look at our work and ourselves holistically and as one united with others across the globe.

DIVERSITY

builds a community that fosters a climate that is open and welcoming to diverse people, ideas, and perspectives; that promotes a constructive discourse on the nature of diversity; and that engages employees and students in activities that promote the University's core values.

LEARNING FOR LIFE

in the liberal arts tradition, encourages us to pursue knowledge and truth throughout our lives in ways that improve our communities and ourselves and that strengthen our understanding of each other.

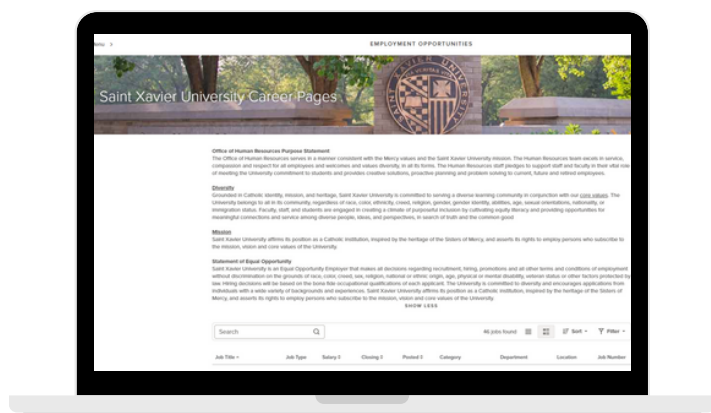


APPLYING FOR ON-CAMPUS JOBS

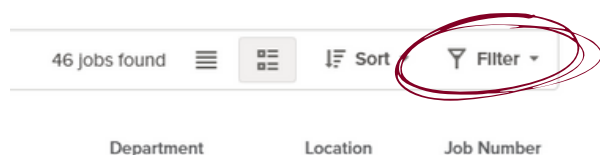
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APPLICATION PROCESS

Students apply for on-campus employment positions using the [SXU Employment Opportunities](#) page powered by NeoEd. This page is located on the main SXU website.



Students can isolate on-campus employment opportunities on the page by selecting the filter option, selecting job category, and then checking the box for student employment.



All application materials will be collected at the time of application. It is important for students to log into the system before the start of each semester and update their information, including availability.



THE BENEFITS OF NEOED

The NeoEd system streamlines the hiring process for students and supervisors:

- Students will not need to complete a physical student employment application; the system will prompt students to enter their application information directly into the NeoEd system, which will make the received application materials uniform for supervisors.
- NeoEd will automatically generate approval requests from approvers once a student is moved to "Offer."
- Students will be prompted to complete their new-hire paperwork directly through the NeoEd system.
- Students will complete their new-hire training within the system and be prompted to complete training within the first two weeks of their start date.
- Supervisors will be able to track the approval and onboarding process of hires in real time.

NEOED

NeoEd provides a significant number of helpful resources for supervisors and students to use. Supervisors may access additional helpful resources in the Student Employment Supervisors SharePoint site.

If supervisors or students experience any issues during the application process, please call 855-524-5627 or contact NeoEd using [Applicant Support](#).

STUDENT EXPECTATIONS

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SERVICE EXCELLENCE STANDARDS

Saint Xavier University has identified four Service Excellence standards to guide the work of all employees at the University, especially as it relates to customer service in the workplace. These standards are Responsive, Collaborative, Effective, and Respectful:

RESPONSIVE



- Be helpful and friendly.
- Return communications in a timely manner.
- Be present and listen actively.
- Be prepared.
- Connect people to correct solutions or resources.

COLLABORATIVE



- Communicate openly and honestly.
- Be accountable to self and others.
- Engage in a cooperative spirit.
- Demonstrate enthusiasm to find quality solutions.

EFFECTIVE



- Be thorough and accurate.
- Demonstrate required knowledge.
- Complete tasks efficiently and on time.
- Take initiative for continuous improvement.

RESPECTFUL



- Be courteous and professional.
- Be engaged and attentive.
- Show empathy.
- Be inclusive and equitable to all.

INTRODUCTION TO WORK STUDY

Federal Work Study is designed to help meet the University's needs, provide financial support to students in pursuit of their academic goals, foster a positive affiliation and integration into the University community, and offer opportunities for educational or administrative job experience. Federal Work Study positions should not supplant the work of full-time staff in departments. Positions requiring extensive skill sets or knowledge that cannot be taught on the job will not qualify as work-study. Federal Work Study positions are available throughout most functional areas of the University. The job duties and responsibilities of student workers vary greatly and may or may not be related to their field of study.

STUDENT WORKER EXPECTATIONS

Student workers must comply with the performance expectations outlined by the department in which they work. When a student fails to perform satisfactorily, they may be removed from their position and be ineligible to participate in future employment opportunities on campus. Students who accept a student worker position on campus must adhere to a set of professional standards, including completing all assignments adequately and responsibly, as well as demonstrating responsible behavior by all guidelines, rules, and regulations of Saint Xavier University, the Student Handbook, and the Code of Student Conduct.

Additionally, student workers must work with supervisors to outline an agreed-upon schedule that accommodates classes. Under no circumstance should a student miss class to work. Student workers must notify their supervisors as soon as possible if an illness or other circumstance necessitates time off, if there is any change in their ability to fulfill the duties or responsibilities of the position, or if their student status changes (e.g., dropping below half-time). Student workers must provide their supervisors with one (1) week's written notice of a request to terminate employment.

Student workers are expected to develop a set of transferable skills in their positions on campus. Student workers are not permitted to complete homework assignments or engage in other non-work-related tasks, including but not limited to watching shows or movies, playing games, talking on the phone, and/or video chatting. Front desk staff and customer-facing personnel must be attentive and readily available to greet individuals and provide assistance when needed.

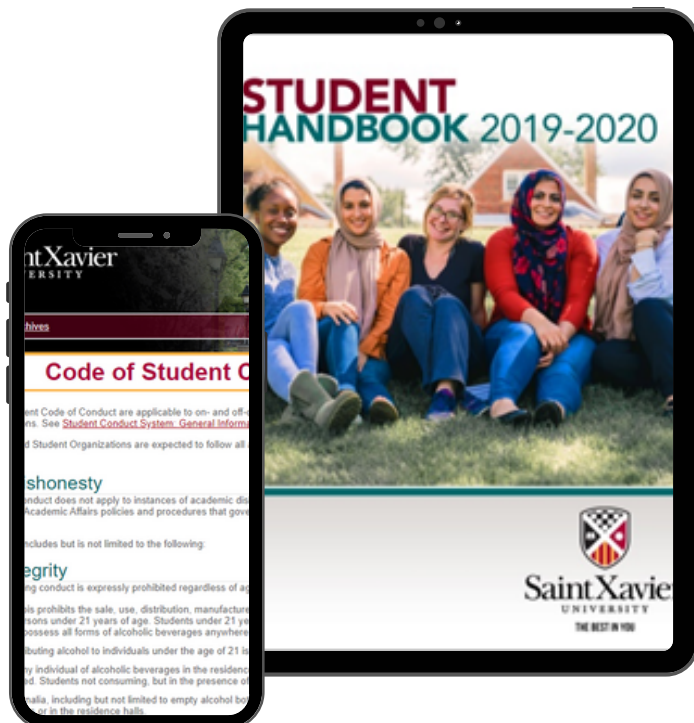
STUDENT EXPECTATIONS

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HANDBOOK AND CODE OF STUDENT CONDUCT

Student workers are expected to review the Saint Xavier University Student Handbook before the first day of work and familiarize themselves with the contents, including resources, helpful information, and the Code of Student Conduct (including behavioral expectations and the sexual misconduct policy).

Students enrolled at Saint Xavier University assume an obligation to conduct themselves in a manner compatible with the University's function as an educational institution. Students participating in the Saint Xavier University Federal Work-Study Program as student workers are bound to the Code of Student Conduct just as they would be while taking classes on Saint Xavier University's campus. Students must adhere to the Code of Student Conduct at all times (on and off the job). The Code of Student Conduct can be found in the Student Handbook at handbook.sxu.edu.



CONFIDENTIALITY

Student workers must maintain confidentiality and privacy of personal information and records, including, but not limited to, student records, faculty and staff records, and personal health information.

Confidential records should only be accessed if a legitimate educational interest exists, as outlined in The Family Educational Rights and Privacy Act (FERPA). Accessing personal records or the records of friends, co-workers, or peers is prohibited unless the information requested is necessary to perform appropriate job tasks. Additionally, discussing personal records or assignments outside of the office is strictly prohibited. Student records should never be removed from any University office unless otherwise requested by a supervisor.

Attempting to use or obtain another individual's password or accounts including, but not limited to, email, portal, or other University systems is strictly prohibited. Accessing or entering, altering, tampering, falsifying, copying or distributing any unauthorized record, including student or personnel, health, academic, personnel, or payroll records is strictly prohibited. Assisting or attempting to assist another employee or student in accessing or entering, altering, tampering, falsifying, copying or distributing any unauthorized record, including student or personnel, health, academic, personnel, or payroll records is also strictly prohibited. Violation of the aforementioned policies will subject a student worker to termination.

SEXUAL HARASSMENT AND DISCRIMINATION

Title IX of the Education Amendments of 1972 prohibits sex discrimination in education programs and activities at all colleges and universities that receive federal funding. Saint Xavier University is committed to maintaining a respectful and professional academic and work environment for all students and employees. This includes having an environment free from unlawful sexual misconduct and interpersonal violence. This applies to all settings and activities of the University, whether on campus property or off, if the misconduct adversely affects the health, safety, or security of any member of the college community or the interests of the college. This covers all students, employees, and other individuals who have a relationship with Saint Xavier University that enables the University to exercise some control over the individual's conduct in places and activities that relate to the University's work.

STUDENT EXPECTATIONS

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COMPUTER AND EQUIPMENT USE

Saint Xavier University computers and all other University-owned equipment are to be used solely for the conduct of the University's business. Student workers must adhere to the same policies regarding the use of information technology and other University resources as other University employees. Please review the University's Use of Technology Policy at <https://www.sxu.edu/about/offices/information-technology/acceptable-use.aspx>.

Student workers must never use the login information of another employee or supervisor for computers, software, and other equipment. Student workers are expected to use the provided user information to access computers within the office and across the University.



Playing games, doing schoolwork, or using social media for personal purposes on University computers is unacceptable during a scheduled shift. Additionally, browsing inappropriate or explicit material on University computers is illegal and will not be tolerated. Individuals using the University computer system are subject to having all of their activities monitored and recorded by system personnel. Anyone using the University computer system expressly consents to such monitoring and is advised that if such monitoring reveals possible evidence of criminal activity, system personnel may provide evidence of such monitoring to law enforcement officials.

Printing, copying, and faxing should be reserved for work-related documents only, and University equipment should remain within the workplace.

PERSONAL PHONE USE

Personal cell phone use should not interfere with a student worker's responsibilities, and the use of cell phones for texting is at the discretion of the supervisor. If a student worker must take a personal phone call, notify the supervisor or find temporary coverage for the workspace and take the call outside the working area.

SOCIAL MEDIA USE

Social media usage should not interfere with daily responsibilities, and personal usage is at the discretion of the direct supervisor. University personnel, including supervisors, may observe content and information made available online. Use your best judgment when posting content and refrain from posting inappropriate or harassing commentary, content, or images that could create a hostile work environment. Please note that student workers are an extension of the University and must refrain from discussing coworkers, the department, or the institution negatively.

Student workers must adhere to all University Relations Social Media Guidelines when posting content on social media. For more information about these guidelines, please visit: <https://www.sxu.edu/about/offices/university-relations/docs/sxu-social-media-policy-2020.pdf>.

Respect copyright materials and cite sources when necessary. Do not speak negatively about the University or issues surrounding the University. Furthermore, do not post confidential information protected by FERPA (e.g., personal information and records of students, faculty, and staff). If unsure about the appropriateness of the content, ask a supervisor.



STUDENT EXPECTATIONS

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IN-PERSON INTERACTIONS

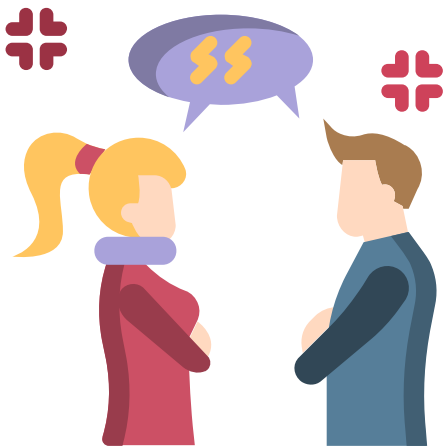
Student workers are expected to behave professionally and courteously when working on campus. Professionalism is mandatory, and student workers must be mindful of their body language, including smiling, maintaining good posture, and being attentive. This includes avoiding distractions such as being preoccupied with books, magazines, or cell phones, as well as wearing earbuds. Office spaces should be neat and presentable at all times, free from personal items.

Student workers should greet all customers and patrons with politeness and respect. This includes making eye contact, smiling, and appearing available to assist if needed. Additionally, student workers should use appropriate language when speaking to customers, faculty, and staff. Avoid using slang or informal language.

Use effective conflict resolution strategies to manage challenging customer service interactions.

CONFLICT RESOLUTION

Although it may be difficult, allow the customer(s) to talk and express anger without interruption. When there is a pause in the conversation, summarize what the individual(s) expressed and provide insight on a solution. Use empathetic language to convey genuine concern and care, and employ a soft tone to minimize conflict.



Using verbal softeners such as “sometimes,” “it could be,” or “perhaps” in conversation can prevent escalation and even defuse intense situations.

Maintain a sense of neutrality when engaging in conversation and only offer support while working toward a solution. Do not express an opinion and do not agree or disagree with the individual(s). Rather than reacting to negative comments, redirect the conversation if it is appropriate. If a student worker is unable to resolve an issue constructively, it may be necessary to discontinue the conversation and escalate the issue to a direct supervisor.

PHONE ETIQUETTE

Student workers are expected to demonstrate professionalism and a commitment to service excellence when answering internal and external phone calls. Student workers must answer calls using an identifying introduction.

Example: “Thank you for calling [Office Name], this is [Name]. How may I help you?”

All student workers should use proper language, actively listen, speak clearly and cheerfully, and take notes when on the phone. If unsure how to assist an individual, be honest with the caller and identify means to a solution. Consider placing the caller on hold and asking someone else in the office, or ask to call the individual back once a solution is identified. All calls and voicemails should be returned within 24 hours.

If a caller requests a specific individual or office, ask for their information and provide this to the designee when transferring. Always ask a caller’s permission before transferring or placing them on hold. Please note that holds should not exceed more than two minutes. It is always best to call someone back if a solution is taking longer than expected.

If a conflict arises, use the Suggestions for Conflict Resolution noted in this handbook. Never engage in an argument with a caller over the phone.

When ending a phone conversation with a caller, use a positive ending to the interaction, such as “Thank you for calling,” and always be the last person to hang up the phone to ensure the caller has no further questions or comments.

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DIGITAL ETIQUETTE

The same level of professionalism and commitment to service excellence expected on the phone or in person is also expected in email and digital communication.

When communicating in digital form, use professional language, avoid slang and abbreviations, and refrain from using emoticons. A proper introduction is necessary, and an individual should be addressed by their appropriate title if known -- for example, Dr. Smith, Professor Smith, or Ms. Smith. Digital communication should never begin with "Hey" or "Hi." Read every digital communication back before sending it to ensure it is concise, professional in tone, and free of grammatical errors.

When sending an email, do not hit "reply all" unless necessary; it may be necessary to remove confidential information or attachments from emails before "replying all" or forwarding. Be mindful of the intended audience and only keep relevant information in the email. Include an email signature that contains identifying information, such as the employee's name, department, and department phone number.

Avoid forwarding unnecessary information or spamming an individual, as this may affect the likelihood of them responding to future forms of digital communication.

ATTENDANCE AND PUNCTUALITY

Excessive absenteeism or tardiness is grounds for dismissal. Student workers must notify a supervisor if sick, tardy, or absent as soon as possible. Supervisors will provide student workers with the appropriate phone number to call in order to give notice. Specific University departments may have additional rules and expectations regarding these issues. Check with a supervisor for departmental requirements.

DRUG AND ALCOHOL POLICY

Saint Xavier University does not permit illegal drug activity and alcohol consumption in the workplace. All employees, including student workers, must report to work in a physically and mentally fit condition. Saint Xavier University prohibits the unlawful manufacture, distribution, possession, dispensation, or use of controlled substances and alcohol on University work sites or while conducting University business off-premises.

SMOKING

Saint Xavier University is a smoke-free environment and prohibits smoking inside buildings, athletic facilities, and vehicles owned, operated, or leased by the University. Additionally, Saint Xavier University prohibits smoking within 25 feet of all University building entrances, exits, air intakes and operable windows. This also includes vaping.

ATTIRE AND HYGIENE

The purpose of the dress code is to contribute to a positive Saint Xavier University image. The University expects all its employees, including student workers, to dress appropriately. While common sense is the governing principle, management has the final word regarding the appropriate dress code. Presentable clothing in good condition is required for all positions on campus. All student workers should check with management for area-specific dress requirements. Clothing that is revealing or inappropriate to the workplace is unacceptable.

Inappropriate dress for student workers may include clothing with lewd or inappropriate phrases or imagery, pants below the waistline, garments with holes, stains, or excessive wrinkles, hats, flip-flops, off-the-shoulder tops, tank tops, crop tops, halter-tops, and backless and/or bare shoulder sundresses.

Acceptable exceptions may be made during summer months and in certain student worker jobs, such as those assigned to Housekeeping and Buildings and Grounds. Check with management for departmental guidelines.

General cleanliness is expected, and student workers should observe good personal hygiene, proper grooming, and neatness at all times.



REGULATIONS AND PAYROLL

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LAWS AND REGULATIONS

Saint Xavier University must adhere to all applicable federal and state laws and regulations regarding the Federal Work-Study program.

All student hourly positions are at-will employment positions and may be terminated at any time, provided the reason is not prohibited by law. Student workers are not eligible for unemployment insurance benefits but are eligible for employer-sponsored health insurance coverage as non-benefits. Student workers are covered by the University's Worker's Compensation Insurance.

Federal Work-Study is need-based for the student. To qualify for Federal Work-Study, students must complete a Free Application for Federal Student Aid (FAFSA) or a renewal application and be determined eligible. Students who are not eligible for Federal Work-Study may only work in Federal Work-Study-Exempt positions. Student workers cannot earn more than the maximum Federal Work-Study award.

Each department may impose limits on hours worked or calendar restrictions as determined by the University. A student worker's hours will be combined for all appointments at the University. If a student worker holds positions in more than one department, those hours of service will be combined.

Students must be enrolled in at least six credit hours in a given semester to be eligible to work on campus.

Exceptions may include student teaching, required internships, and off-campus field experiences that would preclude students from taking more credit hours.

New first-year and transfer students enrolled for the fall may not work on campus before July 1. Summer begins the day after graduation and ends the Saturday before the first day of classes in the fall. Students returning to classes in the fall semester may work the entire summer. Students graduating in May can work on campus until the last Saturday of the fiscal year. Students graduating in December may work on campus until December 31.

Federal policy prohibits students from working during their regularly scheduled class times. Exceptions are permitted if an individual class is canceled and the student can provide proof (in writing) to their supervisor. It is the responsibility of supervisors to request official schedules from students at the beginning of each semester and schedule students accordingly. Under no circumstances should supervisors request that students skip class to work or schedule students to work during their class times.

Students who work during their regularly scheduled class times will trigger an audit, which will require justification for their schedules, including written proof of class cancellation(s).

HOURS AND TIME ENTRY

It is the student's responsibility to submit accurate and honest time entries through the mySXU portal. Supervisors will approve time entries for processing. Falsifying time entries or stealing time is unethical and is grounds for immediate termination. Students will learn how to enter their time during the student employment training and onboarding process.

Supervisors are responsible for monitoring all student worker hours to ensure that they do not exceed 10 hours per week during the fall, spring, and summer semesters.

PAY SCALE

Saint Xavier University adheres to the minimum wage set by the City of Chicago. The minimum wage for student employment positions increased to \$16.60 on July 1, 2025, regardless of job title, seniority, or years of service.

PAY SCHEDULE

Student workers are paid bi-weekly (once every two weeks on Friday). Student workers have the option to receive payment via direct deposit and view their earnings online via the mySXU portal. Students can also opt to have their paychecks credited directly to their tuition accounts. Student workers can direct questions regarding payroll to a supervisor.

BREAKS AND MEAL TIMES

The hiring department outlines rest periods and lunch breaks for student workers as well as when these breaks occur. Hiring departments use timekeeping procedures for breaks and meal times consistent with University practice. Supervisors will point out the appropriate area for taking breaks and lunch. It is never acceptable to eat at a desk or in public view while on duty.

REGULATIONS AND PAYROLL

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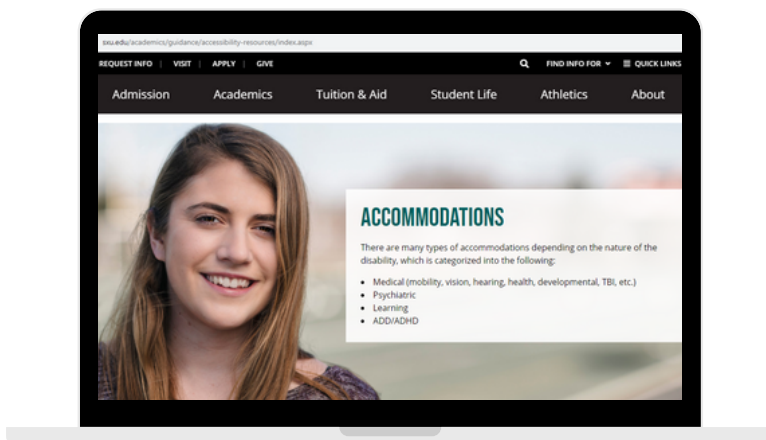
NEPOTISM AND CONFLICT OF INTEREST

Nepotism is the practice among those with the power or influence of favoring relatives or friends, especially by hiring them for positions available in their organizations or departments. The Federal Work-Study program prohibits any supervisors or departments on campus from showing preferential treatment to students in the hiring process.

Students may not work in campus departments alongside parents or other family members or under the direct or indirect management of their parents or other family members. Students of staff or faculty members may work in departments on campus that do not employ their parents or other family members.

ACCESSIBILITY RESOURCES

The Center for Accessibility Resources is committed to creating an accessible campus and inclusive environment for all students. In accordance with the provisions of Section 504 of the Rehabilitation Act of 1973, Title III of the Americans with Disabilities Act of 1990 (ADA), and the Americans with Disabilities Amendments Act of 2008 (ADAAA), the Center for Accessibility Resources is determined to provide reasonable accommodations on a case-by-case basis for qualified students who have demonstrated a need for these services. All accommodation requests are the responsibility of the student.



The mission of the Center for Accessibility Resources at Saint Xavier University is to ensure that qualified individuals with disabilities are afforded an equal opportunity to participate in and benefit from the programs, services, academic resources, and activities of the University. This is enacted through the identification of effective auxiliary aids and services.

HEALTH AND SAFETY

Management will orient student workers to any hazardous materials in or around the work area. Please become familiar with the safety warning signs located throughout the campus. Never enter marked areas unless trained or if there is a knowledgeable person available to provide an escort. Contact Facilities Management at 773-298-3548 for questions, concerns, or to report facilities-related emergencies.

Call 911 for police, fire, and all life-threatening emergencies or 3911 from a campus phone to connect with Public Safety. Public Safety personnel provide safety escorts to students, faculty, and staff members to campus parking lots or other locations, especially after dark. Public Safety offers this service throughout the academic year. Call the Public Safety Dispatcher at Extension 4400 for security assistance.

Please review the Emergency Procedures document provided by Public Safety:



TRAINING AND PERFORMANCE

STUDENT EMPLOYMENT HANDBOOK: A GUIDE FOR STUDENTS AND SUPERVISORS

TRAINING

All student workers are required to complete a self-paced training as part of their onboarding process within two weeks of their hire date. This training will be completed through NeoEd, and students will receive an email prompting them to complete the training. Additionally, individual departments will provide supplementary training information to all students on specific procedures, expectations, and guidelines for working within their departments.

If you have any questions, please email studentemployment@sxu.edu.

PERFORMANCE EVALUATIONS

It is the supervisor's responsibility to outline specific performance expectations for student workers and provide ongoing feedback. Student employee performance and skill development will be evaluated through both a self-assessment and a performance evaluation on an annual basis. This process will be conducted through NeoEd, and supervisors and students will receive email reminders when performance evaluations are due.



It is the supervisor's responsibility to ensure that performance evaluations are completed by the deadline. Student supervisors should plan to meet with their supervisors to review performance and provide feedback. This process is mandatory, and outstanding performance evaluations will prohibit supervisors from hiring students for the following semester.

COMPETENCIES EVALUATED

Student employees will be evaluated across the following competencies:

CRITICAL THINKING

Exercises sound reasoning to individually analyze issues, make decisions, and overcome problems. Able to obtain, interpret and use knowledge, facts and data.

COMMUNICATION

Articulates thoughts and ideas clearly and effectively in written and oral form.

COLLABORATION

Builds collaborative relationships with colleagues and customers with diverse backgrounds and viewpoints.

PROFESSIONALISM

Demonstrates personal accountability and effective work habits, including punctuality, productivity and time management and exhibits professionalism in the workplace.

DIVERSITY

Demonstrates openness, inclusiveness, sensitivity, and the ability to interact respectfully with all people.

QUALITY OF WORK

Works effectively and efficiently to complete tasks in a timely manner as well as meet the expectations of the direct supervisor and department.

POSITION KNOWLEDGE (INCLUDING TECHNOLOGY)

Demonstrates working level of skill and knowledge in the area of expertise to complete all assigned tasks.