



Expectations for Managers

While job descriptions detail the roles, responsibilities, and duties of specific positions, there are often general expectations for persons in leadership regardless of their functional roles. In the absence of an institutional statement regarding these expectations, I have articulated them for the Managers on my team. They are:

- Deliver exceptional results in managing the execution of strategy set by leadership:
 - Get aligned with leadership up-front on what is intended to be achieved
 - Stay engaged throughout the work
 - Proactively raise issues and questions
 - Monitor progress against goals on an ongoing basis

- Deliver exceptional results in managing the execution of day-to-day operations:
 - Devote full effort to job responsibilities during working hours
 - Report to leadership any circumstances or concerns that may negatively affect the day-to-day operations
 - Document work to facilitate business continuity
 - Maintain qualifications, certifications, and/or training requirements to stay current in their field
 - Be credible in representing the operation and institution

- Demonstrate clear and organized communication, including listening and attending to details

- Meet deadlines and be accountable for the quality of work products