

BUSINESS OPERATIONS EXPECTATIONS, EFFECTIVE AUGUST 13, 2008

1. CUSTOMER SERVICE

- a. Internal and External Customers at BHCD
- b. Go the Extra Mile for customers
 - 1. It will be recognized
- c. Supportive of other functional areas at BHCD
 - 1. We are all part of the same organization

2. TAKING INITIATIVE

- a. Make suggestions for improvement
 - 1. Identify potential solutions
 - 2. Be Proactive
- b. Let me know what you need from me
- c. Don't wait to bring an issue to my attention

3. TEAM MENTALITY

- a. Help each other succeed
- b. If one part of the team looks bad, then that will negatively reflect on the whole team
- c. Find solutions to challenges together
- d. Be a reliable back up
- e. Step up to help when you see someone struggling

4. NOTIFICATIONS

- a. Provide me advance notice of time you want to take off
 - 1. please use leave request form
- b. Call and leave me a message if you are changing your scheduled work hours for any day
- c. Call me if you will be late or sick
- d. Call my cell if I am not in the office or if it is before or after my normal work hours 823-1223
- e. CC me on pertinent emails for the next two months so I can get up to speed

5. EMAIL

- a. Expectation is that you will check your email at least hourly, unless you are in meetings or out of the office
- b. Expectation is that you will respond to customer emails letting them know that you are working on their request, and how it will be triaged among other requests for your assistance
- c. Expectation that you will inform customers about project status so they know what is happening with it
- d. Expectation is that you will create an extended absence greeting for your voice mail as well as an "out of Office" message for email directing customers to someone who can help them in your absence.
 - 1. This is for leaves of one day or more

6. MEETINGS

- a. Staff Meetings twice per month for two months
- b. Plan to reduce frequency in future