

The University of Mississippi

Employee Responsibilities

Summary/Purpose: University employees have the responsibility to serve the University as they would serve any other efficient and progressive organization, and to give courteous service to students, faculty, staff and visitors on campus. Essential employee responsibilities and expectations (including but not limited to) are listed below.

- The University has a great number of students, faculty, staff and visitors on campus. Many of them will form an opinion of the University based on how well they are received by office personnel. A core value of the University is the right of every individual to be treated with dignity and respect at all times. Therefore, the University strives to exceed expectations and to acknowledge that every experience is an opportunity to ensure a positive outcome. Telephone and email courtesy is an important consideration. The telephone response should indicate the department or office and the speaker's name, and it should be professional, courteous and alert. Practice good email etiquette which includes manners, courtesy, and respect, with consideration given to the overall tone of the email. Please refer to the [UM Style Guide](#) for the University approved email signature format.
- It is vital to the University for all employees to have reliable attendance. Excessive unscheduled absenteeism and consistent tardiness negatively impact the University's ability to effectively provide services. Employees should be on time for work and notify the supervisor/department head in instances of tardiness or absence.
- University computers/devices and time on the job are reserved for University-related business as approved by supervisors and in accordance with the IT Appropriate Use Policy. Extensive use of time for matters not pertaining directly to employment is not good practice and ultimately causes criticism. Employees should refrain from excessively using social media outlets (such as but not limited to Facebook, Twitter, Instagram, Snapchat, YouTube, etc.) while on work time. This includes personal use of social media while at work by an employee (e.g. logging onto Facebook and providing personal updates to a Facebook page or Twitter account during work hours using their own or their agency's information technology resources, when such activity is outside of the employee's official job function). Employees are also discouraged from spending non-university related activities (such as knitting, gaming, reading, and personal sales) during work hours. *When there is an appreciable amount of time unoccupied by office duties, the position should be reduced to part time or the incumbent should be made available to give assistance to other departments.*

Related Policies:

University Creed

Code of Conduct & Ethics

Policy on Policies