Office of Finance and Administration
Financial Services • Human Resources • Information Technology • Operations and Facilities

Our job is service, our aim is excellence.

The Office of Finance and Administration strives to continually provide high-quality services to everyone we support. By practicing the Standards of Service Excellence, we intend to continually improve upon the service we deliver.

Standards of Service Excellence

**People Focused**
- Create a welcoming atmosphere and empower others to enhance their abilities
- Understand, anticipate and meet the needs of those we serve
- Deliver personalized services

**Responsive**
- Respond timely and appropriately to requests
- Communicate consistently and effectively
- Be approachable and open-minded

**Collaborative**
- Work respectfully and cooperatively toward solutions
- Serve as productive and engaged partners
- Acknowledge similarities, honor differences, and seek to understand all perspectives

**Competent**
- Understand and perform responsibilities efficiently and effectively
- Complete assignments with consistent quality
- Identify areas of self development

**Accountable**
- Take personal responsibility to ensure customer satisfaction
- Uphold professionalism, ethical and confidentiality standards
- Utilize feedback to assess effectiveness

**Innovative**
- Continually strive to improve processes, knowledge and expertise
- Encourage ingenuity and inquiry
- Meet new challenges with creativity