What Facilities Management Expects From You

Employees of the Facilities Management Department are a part of the University team employed to maintain UMD's Physical Plant and Grounds. Employees are expected to perform their job with competence and confidence and present a positive image of the Facilities Management Department at all times by respecting the rights and property of the University faculty, staff, students, and visitors, as our actions contribute to the effectiveness and reputation of the University.

The department expects its employees to perform their jobs satisfactorily while:

- Following all University policies.
- Following bargaining unit agreements.
- Following department rules, policies, and practices.
- Following generally accepted workplace behavior and performance standards.
- Maintaining a satisfactory working relationship with fellow employees and supervisors.
- Maintaining a good attendance record.
- Participating in an annual performance review.

Your first responsibility is to know your own duties and how to do them promptly, correctly and pleasantly. Secondly, you are expected to cooperate with management and your fellow employees and maintain a good team attitude. How you interact with fellow employees and those whom Facilities Management serves, and how you accept direction can affect the success of your unit. In turn, the performance of one unit can impact the entire service offered by Facilities Management. Consequently, whatever your position, you have an important assignment: perform every task to the very best of your ability. The result will be better performance for the department overall, and personal satisfaction for you.

You are encouraged to grasp opportunities for personal development that are offered to you. This Manual offers insight on how you can positively perform to the best of your ability to meet and exceed department expectations.

We strongly believe you should have the right to make your own choices in matters that concern and control your life. We believe in direct access to management. We are dedicated to making Facilities Management a department where you can approach your supervisor, or any member of management, to discuss any problem or question. We expect you to voice your opinions and contribute your suggestions to improve the quality of Facilities Management. We're all human, so please communicate with each other and with management.

Remember, you help create the healthful, pleasant and safe working conditions that University intends for you. Your dignity and that of fellow employees, as well as that of our customers, is important.

Facilities Management needs your help in making each working day enjoyable and rewarding.