



The Swoop Standard!

To accept the position of Swoop Squad leader you must adhere to the below standards as a *minimum* of your job performance. We expect you to go over and beyond these basic standards. You will be evaluated at the end of every semester you are employed with the UNF Visitors Center, Office of Orientation and Campus Events.

As a UNF Campus Tour Guide / Orientation Team leader, I, _____, will:

- ✦ Arrive to all events and daily work schedule on time (10 minutes early is on time, on time is late, and late is too late)!
- ✦ Make all new students and guests feel welcome and will put the needs of prospective students and their families before my own!
- ✦ Remember my role as leader and be patient and understanding in my dealing with all tour and orientation attendees!
- ✦ Remember that as a representative of the UNF Admissions / Orientation office that I will make every effort to present both UNF and myself in the best way possible. I need to be aware that my actions have the ability to influence people's opinion and expectations of the University!
- ✦ Recognize myself as role model. I will set a positive example for all new students by showing respect and consideration for all members of the UNF faculty, staff, administration Swoop Squad, and their property!
- ✦ I will come to work and perform the duties of my job with a positive and enthusiastic attitude showcasing my passion for UNF! I will speak honestly and positively about the organizations within the UNF campus!
- ✦ I will adhere to the dress code standard as stated in the Swoop Squad manual!
- ✦ I will uphold all rules and regulations of Enrollment Services, Admissions, and the UNF Visitor Center, Office of Orientation and Campus Events!
- ✦ I will give 110% of myself to my work while I am at work and will remain focused on the job at hand. I will clock out, after checking with a supervisor, if I need to take care of school or personal business!
- ✦ I will help out other offices with various tasks should they need my assistance!
- ✦ My fellow Swoop Squad members will act as my support and resource network. I will rely on them for assistance and will be ready to assist any member of the team!
- ✦ Not encourage or participate in questionable activities (i.e., drinking) before or during any campus tour, orientation program, or training session!
- ✦ Maintain the highest level of professionalism. This includes, but is not limited to, not using profanity or inappropriate language and will maintain Swoop Squad / Student boundaries!
- ✦ Execute my duties as a Swoop Squad leader with a high level of excitement and enthusiasm for each Campus Tour or Orientation session, keeping in mind that it may be my 3rd tour of the day or 10th orientation session it is the first for the students and families with whom I interact!

I have read and understood the above Swoop Standards as a basis of my job performance as a Swoop Squad member. I understand failing to adhere to the above standards I risk my employment with the UNF Visitor Center, Office of Orientation and Campus Events and my membership in the Swoop Squad.

Signature

Date