

Administration and Finance Component

Administration

Budget & Financial Reporting Analysis

Campus Police/Security

Physical Plant & Capital Projects

Energy office

Business and Fiscal Affairs

Accounting & Purchasing

Bookstore & Campus Operations

Environmental Compliance and Hazardous

Materials office

Human Resources

Benefits and Immigration Services



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University of the Virgin Islands

Contact Us!

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Service Charter Launched

September 19, 2008



ADMINISTRATION AND FINANCE COMPONENT

Customer
Service Charter
2016

We will provide quality service by . . .

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- Giving general oversight over all capital projects at the University — regarding major renovations, and the construction of new buildings.
 - Managing the day to day accounting functions of the University.
 - Assessing and monitoring fiscal performance including budgeted revenues and expenditures.
 - Administering the University's Benefits programs.
 - Planning, developing and coordinating the delivery of physical environments to support and enhance the University's mission.
 - Administering and updating Personnel Policies and Procedures.
 - Ensuring the uninterrupted flow of educational, research, and administrative activities.
 - Continuously improving the financial and facilities management services we provide to students, faculty, staff and external constituents.
 - Developing processes to enhance customer satisfaction with programs, services and products.
 - Developing strategies to address areas of potential or existing vulnerabilities.

We promise to . . .

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- Smile.
 - Greet everyone we meet.
 - Know our jobs . . . and the University.
 - Treat your concern as our concern.
 - Follow up on everything.
 - Treat our co-workers as we would a customer.
 - Always remember courtesy in communicating matters.
 - Affirm, students are first at UVI.
 - Create a clean, comfortable and safe University environment.

"Preserving the University of the Virgin Islands' Financial Integrity."



Our mission is to . . .

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- Facilitate business and financial services of the University with internal and external customers.
 - Provide support to students, faculty and staff.
 - Develop, manage, deliver and enhance the administrative and financial services that enable the University to achieve its mission.
 - Move the Institution from good to great!

Our goals are to . . .

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- Create and disseminate quality information for planning, budgeting, management and accountability.
 - Maintain a quality workforce and work environment.
 - Ensure all capital development projects meet the goals of the University.
 - Continuously improve the financial and facilities management services we provide to internal and external constituents.
 - Maintain the University's physical appearance, financial integrity, and employee satisfaction.