

## Administration and Finance Component

*Administration*  
*Budget & Financial Reporting*  
*Analysis*  
*Campus Police/Security*  
*Physical Plant & Capital Projects*  
*Business and Fiscal Affairs*  
*Accounting & Purchasing*  
*Bookstore & Campus Operations*  
*Human Resources*  
*Benefits and Immigration*  
*Services*



### Ms. Shirley Lake-King, CGFM Vice President/CFO

Administration and Finance  
2 John Brewers Bay  
St. Thomas, VI 00802-9990  
sking@live.uvi.edu  
Phone: (340) 693-1400



## Contact Us!

◆◆◆◆◆  
Ms. Earlyn Casimir  
Special Assistant to the VP for  
Administration & Finance  
(340) 693-1403

◆◆◆◆◆  
Ms. Stacey Chados  
Acting Controller  
(340) 693 1446

◆◆◆◆◆  
Ms. Delicia Greenaway-Henley  
Budget Manager  
(340) 693-1411

◆◆◆◆◆  
Mr. Theodore E. Glasford  
Chief of Campus Police & Security  
(340) 693 – 1530

◆◆◆◆◆  
Mr. Charles Martin  
Director, Physical Plant  
(340- 693-1502

◆◆◆◆◆  
Mr. Charles Ronald Meek  
Director, Human Resources  
(340) 693—1421

◆◆◆◆◆  
Ms. Kima Gatón-Enrique  
Administrator  
(340) 693-1400

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Ms. Nereida Washington Director,  
Campus Operations, STX  
(340) 692-4161

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Service Charter Launched  
September 19, 2008



## ADMINISTRATION AND FINANCE COMPONENT

Customer  
Service Charter  
2020

## ***We will provide quality service by . . .***

- 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 . . .***

- 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 . . .***

- 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 . . .***

- 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.