

Whiteford Agricultural School District

VISION

To develop value-driven leaders and critical thinkers who will positively impact their community.

MISSION

To engage in purposeful learning and empower all for a meaningful role in our dynamic world.

BRANDING STATEMENT

Engaged in our Learning, Encouraged by our Community, and Empowered for our World.

STANDARDS OF SERVICE

Whiteford Agricultural School District strives to engage, encourage, and empower all students to reach their highest potential. In order to achieve this standard of excellence, every member of the Whiteford Agricultural School District must believe that they play an important role in the success of our students. Our staff will continue to provide a standard of service to all stakeholders that ensures a feeling of welcomeness, belonging, and helpfulness in serving the needs of others.

ALL STAFF

GENERAL	
	We will treat all stakeholders (students, staff, parents/guardians, community members) with respect, kindness, and professionalism at all times.
	We believe in charity and generosity. We will be committed to colleague success by sharing our time, resources, and expertise to support and assist a colleague that is in need.
	We will make it our goal to exceed the expectations of all stakeholders.
	We will hold ourselves and each other accountable to our service commitment.
	We will address concerns/conflicts directly with the individual of concern/conflict in a professional and solution-oriented approach.
	We will respond to an email or voicemail message within 2 business days.
	We will make a conscious effort to compliment colleagues when their actions meet or exceed the expected levels of service.
	We will adhere to our 8 “Norms of Collaboration” in meetings: <ol style="list-style-type: none">1. Be on Time2. Pausing3. Paraphrasing4. Probing5. Putting Ideas on the Table6. Paying Attention to Self and Others7. Presume Positive Intentions8. Pursue a Balance between Advocacy and Inquiry

ADMINISTRATIVE ASSISTANTS

IN-PERSON	
	We will greet the individual with a smile, audible greeting, and eye contact.
	We will be conscious of our tone of voice.
	We will give a warm salutation as the individual departs.
TELEPHONE	
Internal Greeting	We will will greet and identify ourselves: “(Greeting) this is (First Name, Mrs. Last Name), how may I serve/help/assist you?”
External Greeting	We will greet and identify ourselves: “(Greeting) Whiteford (Elementary School, Middle/High School, District Office) this is (First Name, Mrs. Last Name), how may I serve/help/assist you?”
External Transfer Call	If we cannot assist the caller, we will direct the call to the appropriate person. Before transferring the call, we will provide the caller with the name, title, and extension number of the person to whom they will be transferred.
External Salutation	We will end the conversation in a courteous and professional way by thanking the caller. We will wait for the caller to hang up first.
External Unavailable	We will notify our caller that _(name)_ is unavailable by saying, “He/She is unavailable. Is this an urgent issue or may I take a message?”
VOICEMAIL	
External Caller Internal Caller	When we receive a voicemail message while school is in session, we will respond to the caller within 1 hour.
After Hours Weekends	We will respond to a voicemail received after working hours within 1 business day.
EMAIL	
	We will respond to emails within 1 business day.
Day Absence Extended Absence	We will update our automatic reply message when we are out of the office for the day and not responding to email. “Hello! Thank you for your email. I will be out of the office, and I will not be checking email. Please contact _(name)_ at _(email)_ for assistance. Thank you!”
Extended Vacation	“Greetings! Thank you for your email. The Whiteford Agricultural School District values employee wellness by encouraging employees to use vacation time to rest, rejuvenate, and recharge with family and friends. I will be out of the office until _date_. Once I return, you can expect a timely reply. Have a great day!”