Professional is as Professional Does: An Introduction to the Professional Office

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Introduction & Overview

- Introductions
- Why is this important?
- What companies want
- Before you take a job
- While on the job
- Expected behavior
- Summary
Why is this important?

- Standards
- Expectations
- You are an investment!
- You are a representative!
What companies want...

- Positive attitudes toward work
- Good communication skills
- Good people skills
- Confidence
- Critical thinking & problem solving skills
- Flexibility
- A “go-getter!”
- Teamwork
Before you take a job...

- Is the company/offer legitimate?
- What is expected of you?
- Can you do the job?
- Can you get to work?
- Can you arrange childcare?
- How much does it pay?
- What are the "benefits?"
- If you accept the offer, you are expected to take it!
- Don't be too anxious to take the 1st offer
While on the job...image is everything!

- Appearance should be neat and clean.
- Find out what to wear.
  - Business
  - Business Casual
  - Uniform
- Limit / eliminate excessive jewelry, piercings, and revealing clothing
While on the job...personal habits are important!

- Don’t miss work unless you ABSOLUTELY HAVE TO!
- Get to work on time!
- Be ready to work when the work day begins.
- Do not allow friends/family member to call you at work (unless emergency)!
- Do not take calls on your cell phone while on the clock.
- Do not chat / surf the web at work. NEVER visit any adult sites!
- NEVER come to work drunk!
- Do not bring last nights party to work with you.
While on the job…
communication is key!

- Greet people with a smile & handshake.
- Use proper grammar.
- Avoid using slang.
- NEVER use profanity.
- Learn how & to whom information is passed.
- Don’t be afraid to ask questions!
While on the job... communication is key!

- Telephone manors...
  - Know how to use the phone system properly.
  - Answer on 1st ring.
  - Smile when answering.
  - Identify yourself.
  - “May I help you?”
  - Take complete messages.
  - Don’t pass callers around.
While on the job... personal relationships are vital!

- Learn your co-workers’ names.
- Find out who does what.
- Make sure reporting lines are clear.
- Be aware of office politics.
- STAY AWAY FROM GOSSIP!
- Be loyal.
- AVOID romantic relationships!
Expected Behavior

- Be honest
- Be reliable
- Be willing to work
- Be respectful
- Be willing to learn
- Be willing to change
- Keep job separate from social & personal life
Summary

“Life is like a box of chocolates...you never know what you are going to get.”
- Forrest Gump
Questions? Comments?

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