

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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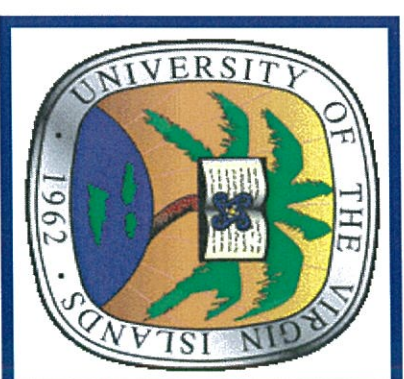
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Service Charter Launched
September 19, 2008



ADMINISTRATION
AND
FINANCE
COMPONENT

Customer
Service Charter
2017

*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.

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.

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



University of the Virgin Islands