



Human Resources
MSC 7009
James Madison University
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Mission

JMU's Human Resources Department is dedicated to customer service, positive change and the pursuit of excellence that promotes employee success.

Vision

Serve with consistent excellence while anticipating customer needs.

Values

- We are deeply committed to **integrity**, doing the right thing, behaving honestly, and making sacrifices to act ethically.
- **Relationships** are what we're all about. Therefore, terms such as respect, friendliness, emotional intelligence, caring, and truth telling are core parts of our job descriptions.
- We are **leaders**. We know that every minute of every day we are influencing someone. We love the fact that our jobs enable us to make a difference and we are committed to that ideal. Whether or not we actually supervise anyone, it is our commitment to lead by example through our actions and interactions with others, both internally and externally.
- We **serve** others with consistent excellence. Our jobs exist because university employees need services. When we make decisions, it is primarily for their benefit, not our own or our convenience.
- We tell other people, and each other, the **truth compassionately**. We don't avoid conflict and we are always sensitive to others in our truth telling.