

School of Management Flexible Work Standards

Purpose

The School of Management recognizes that flexible work arrangements can support employee productivity, engagement, work-life balance, and organizational effectiveness. Consistent with the University at Buffalo and SUNY Telecommuting Policy, the School of Management supports flexible work arrangements when they align with the school's mission, operational requirements, student service expectations, and business needs.

This document establishes guidelines for flexible work arrangements and provides a framework for employees and supervisors to evaluate remote work requests fairly and consistently. Participation in a flexible work arrangement is not guaranteed and may be approved, modified, or discontinued based on operational needs.

Guiding Principles

Flexible work arrangements should:

1. Support the mission and strategic priorities of the School of Management.
2. Maintain high levels of service for students, faculty, alumni, employers, and external partners.
3. Ensure adequate on-campus staffing and departmental coverage.
4. Promote collaboration, communication, and employee engagement.
5. Preserve accountability for performance and outcomes.
6. Comply with all applicable SUNY, University at Buffalo, and School of Management policies.

The School of Management's general guideline is **one remote workday per week** for eligible employees. Departments, offices, and/or centers may establish specific remote work schedules based on operational requirements, customer service needs, and team coverage considerations. Requests for more than one regularly scheduled remote workday per week require additional justification and approval from the Dean or designated representative.

Eligibility

Remote work eligibility is determined by the employee's supervisor in consultation with departmental leadership. Certain positions may not be eligible for remote work due to the nature of their responsibilities.

Considerations include:

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- Ability to perform essential job duties remotely
- Impact on students, faculty, and colleagues
- Need for in-person interactions
- Operational and business requirements
- Employee performance and reliability
- Availability of technology and secure access to university systems

Approval decisions will be based on job requirements rather than personal preference alone.

Work Schedule Expectations

Employees approved for remote work must:

- Maintain their regular work schedule unless otherwise approved.
- Be available during normal business hours.
- Attend meetings, training, and events as required.
- Remain reachable through Microsoft Teams, email, telephone, or other approved communication methods.
- Reports leave time in accordance with university policies.
- Return to campus when operational needs require in-person attendance.

Supervisors may require employees to attend on-campus meetings, events, student-facing activities, or other work functions regardless of their scheduled remote workday.

Performance Expectations

Employees working remotely are expected to:

- Maintain the same level of productivity and service expected during on-campus work.
- Meet established performance goals and deadlines.
- Participate fully in team activities and communications.
- Follow all university policies and procedures.

Flexible work arrangements do not alter performance expectations or evaluation standards.

Workspace and Technology

Employees working remotely are responsible for:

- Maintaining a professional and productive work environment.
- Ensuring reliable internet connectivity.
- Safeguarding university records and confidential information.
- Following University at Buffalo information security requirements.
- Using university-approved systems and technologies when conducting university business.

The university retains the right to require compliance with all applicable data security and confidentiality standards.

Application and Approval Process

Employees seeking a remote work arrangement must submit the University at Buffalo Flexible Work Program Application found here: [Flexible Work Program Application](#)

Approval Process

Employee completes the Flexible Work Program Application.

1. Employee submits the request to their supervisor.
2. Supervisor reviews the request and provides a recommendation.
3. The request is reviewed by the appropriate department head and Dean or designated representative for final approval.
4. Approved or denied applications are submitted to Human Resources in accordance with university procedures.

Review and Modification

Flexible work arrangements will be reviewed annually by supervisors and/or other school leadership to ensure they continue to meet departmental and school needs. Employees should plan to formally renew their remote work request every five years, when a change in supervisor has occurred, or as otherwise needed.

The School of Management reserves the right to:

- Modify remote work schedules.
- Temporarily suspend remote work arrangements.
- Require employees to return to campus full-time when operational needs dictate.

Employees will be provided with required notice of changes to approved arrangements.

Internal Administration of this Standard

Questions regarding this policy should be directed to the employee's supervisor, school leadership, or the School of Management Human Resources representative.

This policy is intended to supplement and operate consistently with University at Buffalo and SUNY telecommuting policies and procedures.