

PROCEDURE TO OBTAIN AN ON-CAMPUS STUDENT WORKER POSITION

A student seeking a student worker position must submit a completed application packet with the Job Placement Center located in the Student Services Building, Room SSV 171. However, before a student's application for on-campus employment can be activated, the student must meet the requirements under the policy and procedures regarding eligibility (see page 6). The Job Placement Center staff will then attempt to match a student's academic background and previous work history with corresponding departmental vacancies. This information is then forwarded to the individual student worker supervisors so they may review qualifications and make a final decision regarding the employment of the student worker. The actual decision to hire a student is not made by the Job Placement Center; the supervisor in charge of the specific work site makes the final decision. The Job Placement Center will, however, assist both the student applicant and the supervisor in making certain that all established guidelines and procedures are followed according to policy during the hiring process and after the hiring process.

STUDENT WORKER RESPONSIBILITIES

1. Report to work on time.
2. Notify supervisor in advance of any foreseen delays in reporting to work.
3. Refrain from conducting personal business during working hours.
4. Report accurately the number of hours worked on all time sheets.
5. Take your job seriously and perform at the highest level of your ability.
6. Exercise responsibility and ethical behavior when using the college's computing facilities and equipment.
7. Act in a professional manner concerning confidentiality of student records and other office or work site business.
8. Use professional courtesy by giving your supervisor two weeks' written notice prior to quitting or resigning your position as a student worker.
9. Although the college has no specific dress code, student employees are expected to dress neatly and appropriately according to the work site environment. Discuss any questions regarding attire with your supervisor.

10. Proper telephone usage is extremely important. Consider the following methods of developing consistent telephone etiquette:



- Learn how to use the phone. If you have questions, ask your supervisor for help. Don't try to answer the phones until you have been properly trained.
- Always identify yourself. Give your name and department when you answer or place a call.
- Each call is important. Use courtesy and *be a good listener*.
- Your voice creates an image. Use a pleasing tone of voice and speak clearly into the receiver.

- Take complete messages: Note the caller, area code and phone number, date and time, the message itself and sign your name. Always keep pads and pencils by the telephone.
- When you put someone on hold, explain what you are doing and check back frequently. If you know that it will be long, offer to take a message.
- Plan what you intend to say before you place a call.
- When transferring a call, please tell the caller that you are transferring the call and provide a brief explanation before transferring.

11. Always maintain high standards of behavior that will reflect well on both you as an individual and the college as a whole.

12. Complete assigned duties promptly and with quality.

13. Abide by the rules and regulations of the college and the office or department in which you work.

STUDENT WORKER CLASSIFICATIONS

There are five levels of job classification in the student worker program. They are defined by the nature of the task and whether it requires any specialized training to perform. A wage scale is attached to the classifications, Class I being minimum wage, with a \$.50 increase for each level through Class IV. Class V is applied to special assignments, may have one set amount for the project and must be approved by a dean or vice president.