

Campus & Student Centers Student Employee Handbook

2011-2012



WESTERN
CONNECTICUT
STATE UNIVERSITY

CAMPUS & STUDENT CENTERS

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Introduction

What is a Student Center¹?

The Student Center is the community center of the college/university serving students, faculty, staff, alumni, and guests. By whatever form or name, a center is an organization offering a variety of programs, activities, services, and facilities that, when taken together, represent a well-considered plan for the community life of the institution.

The center is an integral part of the educational mission of the university.

As the center of the collegiate community life, the center complements the academic experience through an extensive variety of cultural, educational, social, and recreational programs. These programs provide the opportunity to balance course work and free time as cooperative factors in education.

The center is a student-centered organization that values participatory decision-making. Through its boards, committees, and student employment, the union offers first-hand experience in citizenship. The center educates students in leadership, social responsibility, and values.

The center's goal is the development of persons as well as intellects.

Traditionally considered the "hearthstone" or "living room" of the campus, today's center is the gathering place of the university. The center provides services and conveniences that members of the community need in their daily lives and creates an environment for getting to know and understand others through formal and informal associations.

The center serves as a unifying force that honors each individual and values diversity. The center fosters a sense of community that cultivates enduring loyalty to the institution.

¹ Adopted and modified from the Role of the College Union statement developed by the Association of College Unions International.

Understand Your Great History²

The earliest college union, founded at Cambridge University, England, in 1815, was literally a "union" of three debating societies. In 1823 students at Oxford University organized a union and in 1857 built their own quarters, including a debate hall, reference library, dining room, meeting rooms, lounges, billiard room, and offices.

A union was organized at Harvard in 1832 for debating purposes, as in the British universities. It was not until 1880 that the union concept at Harvard embraced the idea of a general club. The name "Harvard Union" was revived "in the hope that out of Debating Society a large general Society, like the union at Cambridge and Oxford, would grow." But a union building was not constructed until 1901. The first building in this country erected explicitly for union purposes was Houston Hall at the University of Pennsylvania. From the beginning the Hall was governed jointly by students and faculty.

The 1930s saw the development of unions as general civic recreation and cultural centers on campuses. The union was then seen as the "community center" of the campus with a positive educational and recreational mission to perform.

The most extensive union growth in the United States took place in the years after World War II, as enrollments surged upward and colleges and universities sought better means of fulfilling the living needs of students. Additionally, the possibilities of financing union buildings through borrowing became well established.

Programs in unions are extensive and highly diversified. Activities must continuously change to fit the interests and educational and recreational needs of the current students and the greater campus population. The more common union programs, offered by at least 75% of all unions, are art exhibits, concerts, film series, games and tournaments, forums, lectures, and numerous special programs and projects.

Union programs assist students in attaining their educational goals by providing opportunities for creative and productive recreation and by offering outlets for experiential learning through programming boards, student employment, and other programs.

² This information was adapted from the "College Unions: Fifty Facts" published by the Association of College Unions International.

WCSU Campus & Student Centers

The Western Connecticut State University Campus & Student Centers provide facilities, services and programs for the use and benefit of WestConn students, administration, faculty, staff and guests. They house numerous student organizations, administrative offices, the bookstore, food services, conference facilities, and computer facilities.

The mission of the Campus & Student Centers is to enhance the holistic educational experience of each Western Connecticut State University student, by providing a center for advocacy, support services, and programming that seeks to serve as a link to the campus community in its entirety.

As a team member you are an important member of the organization responsible for the operation of the Campus & Student Centers. The Centers host a large number of individuals on a daily basis. The appearance and condition of the building will affect the impressions of our visitors. Be proud of your work and your areas of responsibility and you will be proud of the Campus & Student Centers. If you take pride, you will help shape a positive image for the university.

Employment in either building provides many educational and personal benefits. You should review the learning objectives for our department. The professional staff is committed to your academic as well as your personal development. Core competences list the basic skills we expect all our team members to possess.

As a team member, you will automatically be in a position where you will always know what is happening on campus and therefore have an opportunity to become involved in many campus activities and programs. You will learn the importance of serving people courteously and effectively. Review the learning objectives section of this handbook for a complete list of the skills you will be taught. Most of all, you will be an integral part of our team where you will have the ability to make significant contributions to the quality of campus life.

Working in the Campus & Student Centers is a privilege, but being a "select" individual does not give you the right for any special consideration. As a student at WestConn, you must adhere to all policies and regulations. Never take advantage of your situation. The administrative staff urges you to be an active team member so that we may continue to improve our facilities and services. Please feel free to bring any suggestions or concerns to the attention of the administrative staff.

Hiring Procedures

Application Process

All candidates for a position with the Campus & Student Centers must complete an application and the interview process. Applications are available at both Information Desks and online at

<http://www.wcsu.edu/campuscenter/Application.pdf> .

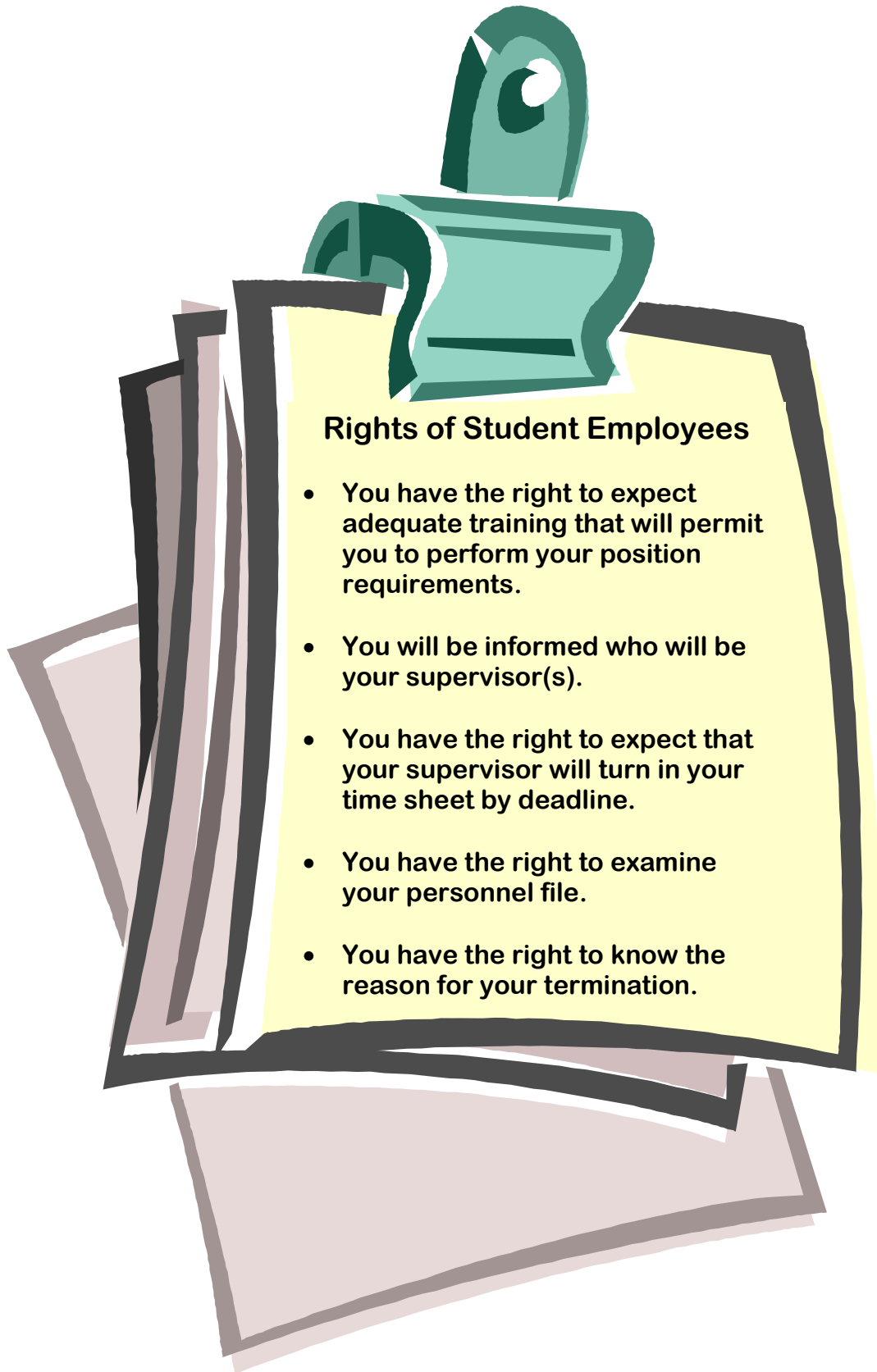
Requirements and Hiring Information

- You must be a US citizen or eligible non-citizen
- You must be a matriculated student
- You must have at least a 2.0 cumulative grade point average
- You are authorized to work only after all required paperwork is completed at the Student Financial Assistance Office
- You need to be enrolled in at least twelve credits each semester for undergraduate or at least 9 credits for graduate students; except in a situation where you are completing your last semester requirements
- You will be hired for the duration of the academic year unless otherwise stated. Summer, Winter and Spring Break employment is limited and you should notify your supervisor of your interest in employment during these times.
- You must sign and submit the Employee Agreement Form before you begin work
- You must attend a training session before you begin work and attend all staff meetings and in-service training sessions throughout the semester

Note: For those students working under the College Work Study Program, in addition to the above, you must meet the federal guidelines for funding.

Scheduling

- Your supervisor will create your work schedule. While every effort will be made to give you the schedule you ask for, the needs of the Campus & Student Centers might not make that possible. Your supervisor will determine your actual work schedule
- If you are scheduled for a shift, it is your responsibility to find coverage and to fill out appropriate forms, if you need the time off
- When classes are in session, you may work no more than 20 hours per week
- You will be paid only for hours actually worked
- No overtime pay is permitted
- When classes are not in session, you may work a maximum of 40 hours per week
- You are not permitted to work more than eight hours per day



Rights of Student Employees

- You have the right to expect adequate training that will permit you to perform your position requirements.
- You will be informed who will be your supervisor(s).
- You have the right to expect that your supervisor will turn in your time sheet by deadline.
- You have the right to examine your personnel file.
- You have the right to know the reason for your termination.

Employment Expectations and Policies

Tardiness

If possible, all personnel should report ten (10) minutes prior to the start of their shift to permit other team members to leave on time and for you to have an opportunity to gain knowledge of anything new and what happened during the previous shift.

If you are going to be late, it is important that you call your supervisor. Please see the section on substitution in the event that you cannot make your shift. If you are tardy 2 or more times, you will be written up. If the situation continues it will lead to dismissal.

Academic Success

You must maintain at least a 2.0 cumulative grade point average. If you fall below a 2.0 you must meet with the Director. Cases will be handled on an individual basis. Your academic success is important to us.



Alcohol and Substance Abuse Policy

When working, you have responsibilities to your fellow students and our guests to perform your duties. The possession and/or consumption of alcoholic beverages or illegal drugs are prohibited.

Any team member reporting to work intoxicated or under the influence of illegal substances will be dismissed immediately and written notice will be placed in your personnel file.

Attire

Appropriate dress attire is required at all times as student employees represent the University and the Campus & Student Centers to all our patrons and visitors. Therefore, all employees must follow the overall policy stated below. Area supervisors may ask student employees to return home to change into appropriate attire that abides by this policy before returning to work. Employees are to follow the following standards:

- Clean and unwrinkled clothing
- Garments must be free of tears and holes
- Appropriate footwear as defined by your work area must be worn at all times. No sandals.
- No wind pants, yoga pants, sweatpants, skirts or dresses.
- Shorts can be no more than three inches above the knee (not for business casual or high profile events)

- Personal hygiene is a must
- Must wear the Campus & Student Centers Staff Shirt during shifts (except during setup and teardown of conference rooms), along with a pair of jeans.
- Khakis pants and black shoes are required for high profile events as defined by your supervisor

Confidentiality

Student employees may deal with confidential information in the performance of their duties. This information cannot be discussed or made available to anyone without the proper approval of your supervisor. Unauthorized sharing of confidential information may lead to disciplinary action, including possible termination.



Evaluations

All employees will be evaluated each semester. These evaluations will be important in terms of references, letters of recommendation, promotions, continued employment, and one's personal development. A signed copy of your evaluation will be kept in your personal file.

Finals Week and Holiday Scheduling

The Campus & Student Centers will be flexible in working with student employees during finals week at the end of every semester, and will make every effort to give students the time that they need to be successful in their academic efforts. As vital members of the Campus & Student Centers staff, however, student employees should make an effort to be available for some work hours during these periods. Students should be aware that all student employment policies related to scheduling, absences and substitutions should be followed during final exam periods, and that changes to the schedule can only be made by the Operations Manager. The schedule for the semester is still valid during finals week and holidays. The Operations Manager must approve any substitutions.

Injury on the Job

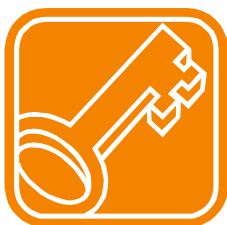
If you are injured on the job, it must be reported to the Administrative Office, Operations Manager and the Building Manager on duty (if applicable) immediately. If you are seriously injured you should report to University Health Services, located in Litchfield Hall or call 911.

Keys and Access Control

All team members are entrusted with keys to various areas of the buildings. These keys are located in the lock box (2nd floor by the Information Desk in the Campus Center and in lower level by the ATM in the Student Center). Keys must be returned to the lock box at the end of each shift. Do not just pass them on to the next person.



You will be given access to all conference rooms, storage rooms, and information desks. The Campus Center and Student Center have different lock systems. Please note that some doors require a key to open while others have an electronic lock that requires a University ID card and/or pin number to open. You will have access to both systems as needed.



All staff members are personally responsible for the keys at all times. If keys are lost, the responsible employee will pay the charges to have the key reissued. If a lock needs to be changed because an employee lost a key, he/she will pay for the charges incurred. You must report any lost, missing keys or problems with access to keys/rooms to the Operations Manager immediately.

Payroll and Paychecks



The University operates on two week pay periods beginning on a Friday and ending on Thursday. It is your responsibility to submit your electronic timesheet on time but not before the end of the pay period. Timesheets are to be submitted on the last Thursday of that pay period. Failure to comply may result in delaying your paycheck. If your time sheet does not reflect the correct hours worked for the period, it will be returned to you for amendment. You are responsible for checking your email to see if your timesheet was accepted or returned.

Paychecks are distributed beginning at 3:30pm on Thursday from the Midtown Student Center Information Desk. Checks that are not picked up are brought to the administrative office in the Campus Center on Friday. This schedule might change based on information received from the University Payroll Office. **Team members are encouraged to sign up for direct deposit.**

TO SUBMIT A TIME SHEET:

Please follow the directions located at...

http://www.wcsu.edu/hr/procedures/SETS_CORE-CT/End_User_Manual%20Student_Employees_University_Assistants_0211.pdf

If you have any further questions about submitting a timesheet after reviewing this, please let your supervisor know.

Personnel Files

A file will be kept consisting of the following:

- Application
- Current addresses and phone numbers (campus and permanent)
- Recognition(s)
- Attendance
- Any other written communications



You have a right to review your file.

Resignation

We hope you will be happy working for the Campus & Student Centers. If you decide to leave, please provide the Operations Manager two weeks notice.

Staff Meetings/Training

Staff training is conducted at the beginning of each semester. Additionally, in-service training will be scheduled throughout the semester. The purpose of the in-service programs is to provide you an opportunity to hone your skills and to acquire new ones. All training programs are mandatory.

Studying

The purpose of your employment is to serve the customers of the Campus & Student Centers and to perform other duties as assigned. Studying is permitted when it does not interfere with your primary responsibilities. Visitors are hesitant to approach the desk for fear of disturbing you. Computers have been placed at the Information Desk and the Game Room for your use in the performance of your job and so that you can do your academic work when it does not interfere. Studying is the exception not the rule. ***Please do not come to work expecting to get your homework done.***



Substitutions

If you are unable to cover your shift it is your responsibility to find a replacement. Substitutes can only be someone trained for the area. You will be provided a contact sheet with the telephone numbers of your fellow team members. You are required to email the Operations Manager, copying the appropriate Graduate Intern to request the shift change. This is again only a request, the Operations Manager must **approve** the change prior to it being accepted. This includes any last minute changes. The Operations Manager must approve any permanent changes as well.

If you cannot find coverage you must inform your supervisor. However, remember it is your responsibility to work your assigned hours.

In an emergency a supervisor from the Campus & Student Centers office should be notified of your inability to report to work.

Telephones

Telephones are for use in the performance of your position responsibilities. Personal calls are not to be made from university telephones. Please refrain from using cell phones for any reason (including texting) during shifts unless it is an emergency.

University Policies

You are a representative of the University. Therefore, it is expected that you will adhere to the policies set forth by the University as outlined in this Campus & Student Centers Employee Handbook. Any team member found violating these policies would result in disciplinary actions.

Warnings/Probation/Termination

Team members who are late for shifts, miss shifts without notice, or fail to follow procedures can expect to be written up. However, an individual may be dismissed without written warning for any serious violation.

If a team member does not come to work during the scheduled shift and does not call, the incident will be noted in the personnel file. If it happens a second time a meeting will be held to discuss possible termination. If a team member calls out of work more than three times over a course of a semester a meeting will be held with that individual.

Team members who need to call out of their scheduled time of work should make sure to find proper coverage.

Disciplinary Procedures

The purpose of this disciplinary procedure is to allow employees who is failing in their job responsibilities the opportunity to improve their performance. If a team member is not performing at an acceptable level, there will be a meeting with the supervisor. During this meeting, the employee and the supervisor will discuss the situation and ways to improve performance. If this conversation does not improve performance, the employee is subject to progressive discipline as defined below.

Step 1: First written warning - Goals to improve performance are discussed. This written warning will remain in the employee's file for one year.

Step 2: Second written warning - After a reasonable time, if performance has not improved the employee will receive a second written warning outlining the performance issue(s) and will develop a corrective plan. It will also inform the employee that failure to improve will result in dismissal. After one year with no further action, a second written warning can be removed from an employee's file through a written request to the supervisor.

Step 3: Termination - A further incident that warrants disciplinary action will result in dismissal. Employees can request a review by the Director.

Some violations are serious enough to be deemed grounds for immediate termination without following normal disciplinary procedures. The following activities, while not all-inclusive, are examples of violations of established standards of conduct or performance that may result in immediate dismissal regardless of prior warning or discipline.

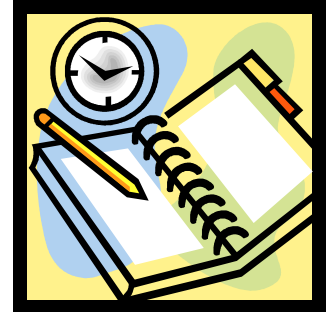
- 1 - Theft, attempted theft, or unauthorized removal from the premises of university property or the property of another employee or customer
- 2 - Possessing, consuming, or being under the influence of alcohol or any illegal substance on university time or premises
- 3 - Physical violence or obscene language when dealing with the public
- 4 - Breach of confidentiality
- 5 - Incidences of fraud and / or poor money handling procedures

6 - Gross negligence resulting in the serious injury to property, person, or public relations

7 - Creation of a hostile working environment for fellow employees

Work Schedules

You will receive a copy of your work schedule at the beginning of each semester. These schedules are not set in stone. Because of changes in student class schedules and changes in personnel, the schedule will change. The up to date schedule will be posted at the Information Desk and emailed to your University email account and on the X:\ drive.



In order to provide employees with the best experiences, team members will be scheduled to work the Information Desks, Game Room, The Daily Grind and the office. Any team member who prefers to work in only one location must inform the Operations Manager. Requests will be considered and acted upon based on the Campus & Student Centers needs.

Customer Service

Customer service is the primary goal of the Campus & Student Centers, and many expectations are placed on the staff at the Information Desk and throughout the facility. The manner in which we offer our services is just as important if not more important than the services we offer. Customer service is directly related to customer satisfaction and the quality of the customer's experience. Repeat customers are the true test of customer satisfaction. Here are a few pointers:

- Greet everyone with a smile
- Be knowledgeable about your job and the Campus & Student Centers. Never say "I don't know" and never guess or assume. Find the answer
- Treat each customer as you would like to be treated
- Offer suggestions to improve our customer service
- Take pride in what you do

Why Customers Don't Come Back

10% Seek Alternative Substitutes

24% Are Dissatisfied with the Product

66% Are Upset Over Bad Employee Attitudes

Eight Factors that contribute to Customer Satisfaction or Dissatisfaction

- | | |
|---------------------------------|----------------------------|
| ◆ General Customer Satisfaction | ◆ Phone Service |
| ◆ Message Handling | ◆ Personal Service |
| ◆ Problem Solving | ◆ Readability of Materials |
| ◆ Office Efficiency | ◆ Negative Staff Attitudes |

***A satisfied customer tells one other person...
A dissatisfied customer tells seven other people***

**The Customer is not always right,
but the Customer is always the Customer!**

The Keys to Customer Service

- ✓ **Always stand or sit and look attentive**; this lets people know you are interested in helping them and that you are approachable. A person should never feel that they are intruding (i.e. you are reading, visiting, and eating), it gives the impression that you are too busy to be bothered
- ✓ **Make immediate eye contact**; it establishes rapport and receptiveness
- ✓ **Project a friendly, concerned and respectful attitude**; your demeanor is conveyed in your body language and your tone of voice. Smile and use positive facial expressions
- ✓ **Use active listening skills**. Repeat back what you have heard and write down details; this conveys interest and will help you to follow-up and solve problems.
- ✓ **Use courteous phrases, gestures, and hand signals when giving directions**. Be sure to speak and gesture slowly so that your message is properly understood.
- ✓ **Be patient**, directions and questions are often repetitious. Remember, the experience is new for every individual; each customer should be greeted with the same enthusiasm as the first
- ✓ **Put yourself in the customer's place**. Be supportive and helpful with complaints; never become defensive or angry. Let them know that you care, understand, and will make every effort to correct the problem or refer them to someone who can. Concern will go a long way in making the person a satisfied customer. Follow-up will often take care of the rest
- ✓ If a customer requests information from a second person or department, make the effort to **obtain the information for them**. Doing so demonstrates your commitment to serving the customer and such information may be used by all staff members to avoid unnecessary and redundant work
- ✓ **Personal activities, such as homework, reading, or conversations should be secondary to customers**. If you are involved in these personal activities when a customer approaches, remove any books or materials you have from the desk and give your full attention to the customer. This tells the customer that assisting him/her is the most important activity you could be doing at the time
- ✓ **Courtesy on the telephone is very important**. The personality and image of the Campus and Student Centers and WCSU is reflected in the manner in which you conduct telephone transactions. When you answer the phone remember to identify your area and state your name. Take time to learn how to correctly answer and transfer calls and take messages
- ✓ **The Information Desk should be the last stop anyone has to make**. If we don't know the answer to a question, **you will find it**. "I don't know" is not an acceptable answer!

Dealing with Angry Customers

First impressions are very important. A smile, a friendly greeting, and helpful work attitude all contribute to making a positive impression; and that is what our customers deserve. Treat all people with respect and you will be treated the same way—most of the time. Those times that you face a belligerent, aggressive customer, they are probably angry and confused. Treat them politely and try to diffuse their anger. Never argue with them but simply enforce the rules firmly. We are a people-serving-people culture.



Steps in Handling Situations

Listen to what the person has to say.

- Allow the person to get his/her feelings out
- Try not to interrupt
- Accept the person's feelings as valid. Refrain from saying things like "there's no reason to be angry about this"
- Allow the person to feel that it is O.K. to be upset. The individual is not attacking you as a person, but the system

Just listening and making a sincere effort to understand the customer's point of view can sometimes be all that is necessary to effectively handle the situation. No further action may be needed.

Building Policies & Procedures

Midtown Student Center Hours of Operation³

Area	Monday-Thursday	Friday	Saturday	Sunday
Building Hours	7:00am-11:00pm	7:00am-7:00pm	9:30am-7:00pm	9:30am-11:00pm
Information Desk	8:00am-11:00pm	8:00am-7:00pm	9:30am-7:00pm	9:30am-11:00pm
Game Room	11:00am-8:00pm	11:00am-4:00pm	closed	closed
Resident Dining ⁴	7:00am-7:00pm	7:00am-6:30pm	10:00am-6:30pm	10:00am-6:30pm
Bookstore ⁵	9:00am-5:00pm	9:00am-3:00pm	closed	closed

Westside Campus Center Hours of Operation⁶

Area	Monday-Thursday	Friday	Saturday	Sunday
Building Hours	7:30am-11:00pm	7:00am-7:00pm	9:30am-7:00pm	9:30am-11:00pm
Information Desk	8:00am-11:00pm	8:00am-7:00pm	9:30am-7:00pm	9:30am-11:00pm
The Daily Grind	3:00pm-10:30pm	closed	closed	4:00pm-9:30pm
C4 Lab	8:00am-9:00pm	8:00am-4:00pm	closed	10:00am-6:00pm
Cardio Room	9:00am-5:00pm	10:00am-7:00pm	12:00pm-4:00pm	4:00pm-8:00pm

Building hours may change due to scheduled events

Alcoholic Beverages

Alcoholic beverages are not permitted in the building except at events with prior permission in designated areas, as approved by the Director of the Campus & Student Centers.

Animals

No animals, except for assisting dogs, are permitted in the buildings. If there is an animal in the building, report it to your supervisor immediately.

Authorized Use and Access

Only authorized personnel are permitted to operate the technology in the buildings. Only authorized personnel are permitted behind the information desk,

³ Hours of subject to change based on customer needs.

⁴ The Cafeteria closes between meal services. The specific hours are posted at the Information Desk.

⁵ Hours are extended during semester "rush" periods.

⁶ Hours of subject to change based on customer needs.

in storage areas of the building, the sound booth in the Theater and in service elevators.

Bicycles

Bicycles, mopeds, skateboards, roller skates, scooters and similar items are **not** permitted in the buildings.



Class Cancellations and Delayed Openings

When classes are canceled due to inclement weather, the buildings might stay open and you might be asked to work, especially if you live on Campus. There might be times that scheduled events cannot be cancelled and will be held. We ask employees who live on campus to assist and help cover the hours.

During delayed openings the buildings will open at their regular time. When the University closes early, the buildings will close one half hour after the final meal period.

Please note, there will be a snow plan in place to assist in staffing the buildings.

Lost and Found

The Information Desks will be the central repository for items found in the buildings. After five days, items will be taken to University Police. To ascertain if an item does belong to a person, ask for a description of the item.

Valuable items, (Mp3 players, phones, wallets, purses etc) must be turned in the University Police ASAP. Student ID cards must be returned to the WestConnect office. For the Student Center, please bring any found Student IDs to the WestConnect office. In the Campus Center, please call the WestConnect office to inform them that someone found a Student ID.

Posting Regulations

Items may only be posted on bulletin boards. No material may be taped to walls, doors or windows. If you see items posted in violation of these rules, remove it. On each board, only one flyer for each event may be on each board. Information Desk employees will maintain bulletin boards in the buildings; keep them clean and up-to-date. Employees will be responsible for posting material on boards as requested by your supervisor.



Shoes and Shirt Requirement

For health and safety reason, all persons entering the building must wear shirt and shoes. Persons not wearing the above items will be asked to leave the premises.

Smoking

Smoking is not permitted in the buildings. Smoking is permitted at designated locations outside the building only.

Solicitation

Solicitation is defined as any activity designed to advertise, promote, or sell any product or commercial service or encourage support for, or membership in, any group, association, or organization. Solicitation is not permitted without authorization from the Director or Operations Manager. Anyone caught violating this policy will be asked to leave campus.

Telephones

Telephones are for the express use of conducting the business of the Campus & Student Centers. Personal calls are not permitted regardless of whether they are placed or received. Please see the specific section for the Game Room and Information Desk for additional telephone information.



Receiving Calls

Every caller needs to feel that they are important and special. The caller cannot see you, so you must make a warm and friendly impression through your voice.

Please answer the telephone as follows:

"Good morning/afternoon/evening {name of operation}, this is {name} how may I help you?"

Name of Operation would be - Information Desk
Game Room
The Daily Grind
WestConn Box Office
Midtown Student Center
Westside Campus Center

Transferring Calls

To transfer a call on the 7406 digital phone - press the Transfer button, enter the 5-digit extension, and then press Transfer. You may hang up after you press Transfer the second time.

To transfer a call on other phone models – press the Flash button, enter the 5-digit extension, and then press Flash. You may hang up after you press Flash the second time.

Telephone Problems

If you are experiencing any problems with the telephone, report the problem to someone in the Campus & Student Center Office immediately via another telephone or through email.

Wireless Network

The Campus & Student Centers have wireless connectivity throughout the building which can be accessed with a compatible wireless internet card and by logging in with your Windows Password. For information about the University wireless network go to <http://www.wcsu.edu/technology/wireless/> .



Both the Campus & Student Centers have a wireless printer installed. The Campus Center has a wireless printer located at the information desk while the Student Center has one located in the Student Technology Training Center. To use these printers, log on to <http://print.wcsu.edu> .

Emergency Procedures

Never attempt to handle a fire or medical emergency yourself — let a trained person handle the situation. Stay calm — Call the Police at 9-1-1 immediately and report the incident to your supervisor.



Fire Alarms

The sounding of a fire alarm in the building is always to be treated as an actual emergency. You are responsible for knowing the procedures for evacuation.

If You Discover a Fire

- 1 - Evacuate the room, closing the door behind you
- 2 - Pull the alarm located closest to the fire.

Evacuation from a room

- 1 - If the door is closed, check the door with the back of your hand to see if it is COOL. If so and the smoke is not excessive, exit from the building by designated or alternate routes. When exiting, close the door behind you, and move in a crouched or crawling position to avoid heavy smoke.
- 2 - If the door is closed, check the door with the back of your hand to see if it is HOT. If it is or if a corridor is too smoke-filled to permit exit, remain in the room. Leave the door closed, stuff something in the crack under the door, and move to the windows to signal for assistance. Crouch on the floor directly beneath the window.

When Alarm Sounds - Information Desk

- 1 - Close and lock the gate
- 2 - Put the telephone on Night Service
- 3 - Lock all conference doors
- 4 - Exit the building

When Alarm Sounds - Game Room

- 1 - Evacuate all persons from the room
- 2 - Lock all doors
- 3 - Evacuate the building

When Alarm Sounds – The Daily Grind

- 1 - Evacuate all persons from the room
- 2 - Lock all doors
- 3 - Evacuate the building

Bomb Threat: If someone reports a bomb threat -- while on the phone...

- 1 - Listen carefully to what the caller is saying. Make notes if possible
- 2 - Note the exact time you receive the call. If the caller does not give a location of the threat or just gives a building name, ask the person to be more specific. What floor? Room? Area?
- 3 - If the caller does not give a detonation time, ask the person: "What time will the bomb go off?" Have the caller repeat the time so you can write it down
- 4 - Ask the caller: "What type of bomb?" or "What does the bomb look like?"
- 5 - Try to determine and make note of the following items from listening to the caller's voice:

Male or Female	Caller's manner (nervous, angry, intoxicated, calm, laughing, etc.)
Age	
Slang words used or accent	
Any background noises	Local or long distance call
- 6 - Try to keep the caller on the line and get as much information as possible. Once the call has ended, write down the entire message
- 7 - Call the Police immediately then notify your supervisor. Stay calm and follow the instructions of the University Police.

Personal Injury - Illness - Assault

- 1 - Confirm that University Police has been notified, especially if the individual need medical attention. University Police are trained in emergency medical procedures
- 2 - Notify the Building Manager and Operations Manager of the situation
- 3 - Stay with the injured/ill person until University Police arrives. Talk to the person and reassure them that help is on the way. **Do not** try and move the person unless it is imperative to do so. If the person is bleeding **do not touch the wound**. If possible, have them apply pressure to the wound.

Power Failure

- 1 - If the power goes out in your area, contact your supervisor
- 2 - You are expected to work your entire shift unless otherwise directed
- 3 - All shifts will report to work at their assigned times for as long as the building remains open
- 4 - Check the elevator to see if you notice anyone stuck in it

Blood/Bodily Fluid Spills

Do not attempt to clean it yourself, call Campus Police at 837-9300 immediately to report it

Maintenance Issues

If there is a maintenance problem that is a threat to your life or safety and can't wait until the following day, then you should call Campus Police at 837-9300 and they will notify the appropriate personnel. If it can wait until the following day, contact the Operations Manager and leave a voicemail on their office line or send them an email detailing the issue

Suspicious Person/Theft

If you notice a suspicious person or there is a report of a stolen item, contact Campus Police at 837-9300

Information Desk Procedures

Opening Procedures - Midtown

- 1 - Clean the lobby of any flyers or posting that are not permitted
- 2 - Straighten/organize lobby bulletin board and display case
- 3 - Open the gate
- 4 - Take the Information Line Phone off night service
- 5 - Turn on the lights and the copier
- 6 - Log into the Information Desk and Box Office computers
- 7 - Log into the ConnectCash machine
- 8 - Fill out the Petty Cash log and inventory logs.
- 9 - Count concessions (see additional details after opening checklists)
- 10 - Throw away any outdated materials
- 11 - Make sure the area is neat and clean
- 12 - Turn on lobby TVs
- 13 - Log in and check EMS and confirm setups

Opening Procedures – Westside

- 1 - Open the gate
- 2 - Turn on the lights
- 3 - Log into the Information Desk and box office computers
- 4 - Log into the ConnectCash machine
- 5 - Take the Information Line Phone off night service
- 6 - Fill out the Petty Cash log and inventory logs.
- 7 - Count concessions (see additional details after opening checklists)
- 8 - Throw away any outdated materials
- 9 - Make sure the area is neat and clean
- 10 - Straighten Display case at info and bulletin board in lobby/loft area
- 11 - Turn on building Music
- 12 - Turn on building TVs
- 13 - Log in and check EMS and confirm setups

Concessions Procedures

Start of Shift:

- Count out all items (Opening Shift only). If first shift of the week, count items out and record total. If this shift is not the first, check count against previous days' end totals after you count and make sure they match.
- Count out all Petty Cash and Concession bag. Check against normal totals.
- Stock:
 - If the fridge looks empty at top in certain brands (eg: Sierra Mist), refill with extra from bottom shelves. Make sure the ones to expire first are at the front and the ones that will expire last are at the back of the fridge.
 - If any food or drink is expired, mark it down (as – the number: -4 for example) in the concessions log and let Oni know.

Selling

- When customer asks for an item, grab it but hold it by the desk until they have given payment. Remind customer it is cash or ConnectCash only. Never give customer the item before they have paid.
 - If exact change: take payment, place in concessions money bag and give customer the item.
- If you need to make change, try to use concessions first before going into Petty Cash. (Reason: It's easier to count out later. Concessions can have higher bills. Petty Cash needs to keep low bills). Once change is made, hand customer change and item. Mark item tally mark in appropriate box on concessions log.

End of Shift

- Count out all items (Closing Only). Make sure items left + items sold adds up to the number of items you started with.
- Count out all sales. Make sure the amount matches the total items sold.
- Count out Petty Cash. Break large bills with ones in Concession sales. Petty cash should have more small bills than Concessions. Concessions if possible should have all large bills and only one or two singles or coins. (For example: If concession sales were \$36.75, concessions should have one \$20, one \$10, one \$5, one \$1 and .75 cents. It should not have thirty-six \$1 bills)
- If any stock is running low, let Oni or Mark know.
- Take your sales and place them in your bag along with your ticket sales. Drop them in the safe before you leave.

NOTE: Absolutely no employee food is allowed in the Concessions beverage cooler.

Information Desk Line

The personnel at the Midtown Information Desk answer the main University information telephone number and the Westside staff answers the Box Office phone. Many callers request basic information or need to be transferred to another department. Always answer requests in concrete terms. Always put callers on hold when attempting to locate information.

Never tell a caller "I don't know". Refer them to the area, which will be of most assistance to them, or take the name and number and call the person back once you have found the answer to the question. If the main office is open you may refer calls.

FAX Machine

The Campus & Student Center Boards has placed a FAX machine at the Midtown Information Desk for student use. **It is not a self-service machine.** Faxes can be sent only to a telephone number in the United States and Canada. There is no charge for this service.

General Responsibilities

- 1 - Be on time (10 min. early)
- 2 - Sign in and out on your time sheet located online
- 3 - Your first priority is to maintain the Information Desk
- 4 - Email the Operations Manager and appropriate Grad Intern to report unusual situations
- 5 - Do not let calls interfere with your work
- 6 - AV equipment should be put away / turned off as soon as the event is over
- 7 - All setups should be checked prior to the event start time. Any setups schedule for your shift must be done as soon as possible
- 8 - All equipment is expected to be broken down when an event is over in the room. The rooms need to be secured as well once the event is over.
- 9 - Studying is only permitted when it does not interfere with your primary responsibilities.

Closing Procedures

Closing Procedures - Midtown

- 1 - Make announcement over the PA system about the Student Center closing 15 minutes before closing
- 2 - Verify that all set-ups are completed and done correctly for the next morning
- 3 - Print room usage cards for all conference rooms and post them at the room
- 4 - Verify all bathrooms are empty
- 5 - Confirm that in the Game Room/Lounge:
 - a) all are turned off TVs
 - b) all windows are closed
 - c) all equipment is away
 - d) all lights are off
 - e) both doors to the room are closed
 - f) all coolers are locked
 - g) snacks basket is back at Info
- 6 - Theater:
 - a) Lock-up any equipment that is left out
 - b) Turn off lights
 - c) Alarm the projection booth
 - d) Lock all four entrance doors
 - e) Post the room usage card for the next day
- 7 - For each meeting room
 - a) Return all equipment to the technology closet and put in the proper place. Don't forget to alarm the closet
 - b) Make sure all windows are closed
 - c) Turn off the lights
 - d) Lock the doors by pushing in the lock on the inner handle and turning right
 - e) Hang the room usage card for the next day's events
- 8 - Commuter Lounge, stairwells and hallways- insure that all windows are closed
- 9 - Lock interior and exterior doors:
 - a) Lower Level by service elevator – two doors at the bottom of the stairwell with allen wrench
 - b) Lower Level rear staircase – two doors facing Old Main with allen wrench; two doors facing Roberts Ave. with flat head key
 - c) Lower level – close the doors to the boiler room and loading dock and the lock the hallway door next to the mailroom. If the door does not lock, check to see if the push bar on the other side of the door is pushed-in, if so release the bar with the allen wrench
 - d) 1st Floor Lobby - six front doors and five side doors with the allen wrench key

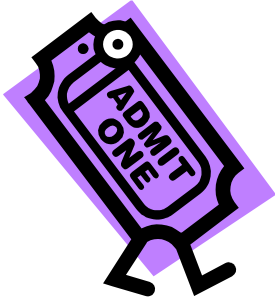
- e) 1st Floor by Information Desk – close hallway door
 - f) 2nd Floor – close always double doors in each hallway
 - g) 2nd Floor by 24 Computer Lab – lock the door with YA1 key
- 10 - Turn off all hallway lights, and TVs
 - 11 - From the Information Desk open the C-Cure system on the computer and if necessary create manual actions to lock all electronic doors including the ATM door. Please refer to the C-CURE training on the X:\ drive for more information about this.
 - 12 - Make sure the Information Desk is tidy
 - 13 - Verify the Petty Cash Log has been filled out completely. Run the detail and total reports and then settle out the credit card machine. Run the report on the ConnectCash machine
 - 14 - Count out the petty cash (the amount you started out with in the beginning of the day) and place it in the petty cash bag along with the Petty Cash Log, the credit card reports and settlement and the ConnectCash report. Lock the moneybag and place it in the safe at the Information Desk.
 - 15 - All your sales (including credit card forms and cash) will be placed in the moneybag that you have signed out, locked and placed in the safe at the Information Desk.
 - 16 - Lock the gate
 - 17 - Run your User Drawer on the box office computer.
 - 18 - Count and drop vending refund money and report any discrepancies to the Operations Manager.
 - 19 - Email the closing log to the Operations Manager and the appropriate Graduate Intern.
 - 20 - Place the phone on night service, punch out and log off the computers.

Closing Procedures – Westside

1. Make announcement over the PA system about the Campus Center closing 15 minutes before closing
2. Print room usage cards for all conference rooms and post them at the room
3. Close the Box Office:
 - a) Run your User Drawer report
 - b) Place your cash and credit card receipts into a cash bag, and log it on the petty cash log
 - c) Settle the credit card machine
 - d) Put the settlement, the petty cash, and the cash log in the petty cash bag and drop into the safe

- e) Place the box office phone on night service
- 4. Make sure any assigned duties are completed and email the Operations Manager with a brief summary of what occurred during the shift
- 5. Turn off Campus Center music and TVs
- 6. Lock the gate
- 7. Check out the Daily Grind closer (verifying all closing procedures are completed). Cooler doors are locked, closet doors locked, counters and tables wiped down, lights turned off, etc
- 8. Verify that all bathrooms are empty and all students are out of the building
- 9. Turn off lights in the 3rd floor lounge, quiet lounge, bathrooms, and 3rd floor hallway
- 10. Make sure office suite 300 is locked and lights turned off
- 11. Lock ballroom doors and confirm all media equipment is put away and turned off
- 12. Confirm that all meeting rooms are locked and all media equipment is put properly away
- 13. Make sure coat closets, both sets of storage closet doors (coat closet and ATM) are locked
- 14. Make sure rear hallway door on 1st floor is closed and locked and the loading dock doors are closed and locked
- 15. Count and drop vending refund money and report any discrepancies to the Operations Manager.
- 16. Double check the exterior doors to be sure they are latched and locked. The doors automatically lock at 11pm, except on weekends. If doors are not locked, check C-CURE. If that doesn't work, call the police department to report it (837-9300)
- 17. Punch out, and log out of the computers.
- 18. Return the keys to the key box.

Box Office Procedures



The Information Desks are the box offices for tickets sold to events hold on campus. All team members will receive special training in box office procedures. Employees will be responsible for balancing their box office draw each shift. If you do not want that responsibility you need to notify the Operations Manager immediately and you will not be scheduled at the Information Desk during those times that only one employee is working.

Opening

- The opening team member will need to take the Box Office phone off of night service by pushing the buttons on the phone that indicate night service
- Verify the petty cash and enter the information on the Box Office Log. The petty cash will stay at the information desk throughout the day. This money is used to make change when selling tickets
- On Midtown turn on the ConnectCash reader by using the clerk card
- At the beginning of each shift, the team member will take a money bag and record the number on the box office log sheet. The number is written on the front of the money bag. This is so we know who used what money bag
- Once this is complete, the employee will sign on to the ticketing system and is now able to sell tickets

Shift change

- At the end of the shift, each team member is to place all cash and credit card receipts in the money in the money bag. Please make sure that when leaving the petty cash for the next shift there are no large bills. Inform the office so large bills can be broken into smaller bills. The petty cash bag is to be left at the desk for the next shift. The leaving team member must record the amount of petty cash in the bag again (this should match the start amount) and the time left
- The leaving team member must print out the End of Shift report and log off the ticketing system. The end of shift report will print in the upstairs in the Campus & Student Centers office. The end of shift report does not need to be retrieved
- The money bag needs to be secured and the key placed in the front pocket of the money bag. The money bag must be dropped in the safe

Closing

- After the losing building managers print their End of Day, place all their cash (less petty cash) and credit card receipts in a money bag along with the credit card settlement and box office log. On Midtown the ConnectCash report must also be placed in the money bag. The bag should be locked; the key placed in the front pocket and drop it in the safe
- The petty cash is to be placed in the petty cash bag and dropped in the safe
- Place the Box Office phone on night service before you leave

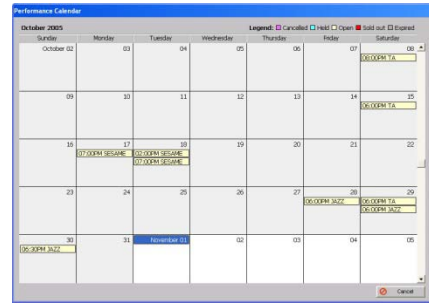
How to sign on to the Box Office Computer

- 1 - Press Ctrl-Alt-Del to go the Windows Logon Screen
- 2 - Type in the username: Tickets *(this is case sensitive)*
- 3 - Type in the password: AllSoldOut! *(case sensitive)*
- 4 - The domain is w-wcsu-local
- 5 - When you are logged in, click on the ProVenue icon
- 6 - The system will be live
- 7 - Type in your username and password. This will bring you to the ProVenue screen. Confirm the system line indicates LIVE

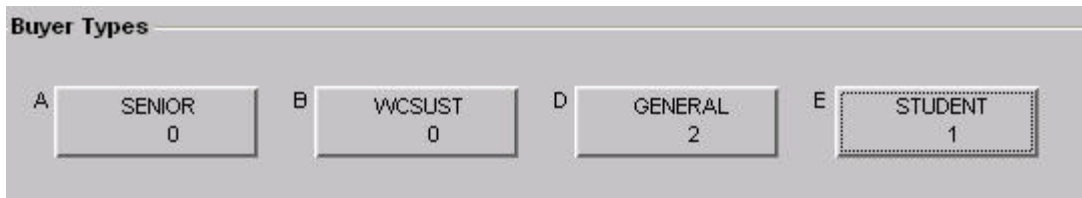


How to sell a ticket – Refer to the Box Office Training Guide for further information

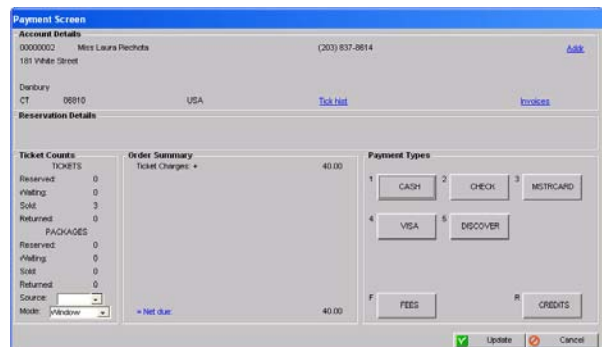
- 1 - Make sure that you are signed on to ProVenue
- 2 - Click on Ticketing module
- 3 - Click on the Functions option
- 4 - Double click on Box Office Ticketing
- 5 - Click on Performance Calendar
- 6 - Choose what event the customer wants tickets and double click on the event
- 7 - Event information will appear as well as choice different buyer types (general, WCSU student, child etc...)



for
for



- 8 - Click on Buyer type until the correct number of tickets that the buyer wants is in the box
- 9 - Click on process
- 10 - The payment screen will appear
- 11 - Click on the payment type that the customer is using (cash, master card etc...)
- 12 - Click process
- 13 - Click on Tickets in the upper left hand corner of the screen to print out the customer's tickets
- 14 - When the tickets are printed and handed to the customer, click update to enter this transaction into the ProVenue system



The Daily Grind Procedures



Opening Procedures

1. Begin brewing coffee.
2. Log into the register and verify change bank. Register bank is \$100.00.
3. Turn on all lights, OPEN sign, TVs and Radio and make sure that the radio volume is loud enough to be heard outside of the room (TVs set on ESPN or News).
4. Unlock all coolers.
5. Log refrigerator temperatures and pH levels.
6. Fill sanitation bucket.
7. Fill Ice Hoppers and Island Oasis machine (as needed).
8. Fill in Start Inventory column for corresponding date and add received product.
9. If necessary, brew iced coffee / tea. (Please date each container.)
10. Pickup sandwiches, salads, and Pastries from Sodexo. Complete, verify, sign and get copy of Sodexo's inventory sheet. See Sodexo manager on duty for assistance.
11. Follow the daily cleaning schedule and clean the appropriate area for that given day.
12. Clean all counters, tables (including microwave table) and straighten up the chairs as necessary throughout your shift.
13. Shift Changes - Close out the register (Register bank = \$100) and place funds above \$100 in bank bag. Drop bank bag in the safe, punch out and return Daily Grind keys to lock box at the end of shift
14. When necessary restock supplies. Cups/Lids, Sugars, Sauces, Espresso beans, etc

Closing Procedures

1. Log into the register and verify change bank. Register bank is \$100.00.
2. If needed, get extra sandwiches from Sodexo.
3. Clean Island Oasis and espresso machines.(Do not turn off the espresso machine)
4. Wash all air-pots and all supplies. (This includes all spoons, pitchers, blenders, etc.)

5. Refrigerate all necessary products. (Milk dispensers, iced tea / coffee, etc.)
6. Clean all counters, tables and straighten up the chairs.
7. Stock any supplies that may be running low. (Cups/Lids, Sauces, Espresso beans, etc.)
8. Lock all refrigerators, coolers, and storage rooms.
9. Turn off Open sign.
10. Fill out inventory sheet.
11. Follow the cleaning schedule and clean the appropriate area for that given day / shift.
12. Cover the syrups.
13. Lock the snack display case in the back room and make sure there are no items on the floor (including ice bucket).
14. Close out the register. (Cash out and log out)
15. List all items that are running low. Teas, syrups, coffees, cups, smoothie mixes, blank forms/ logs, etc.
16. Turn off ALL lights, TVs and Radio before leaving.

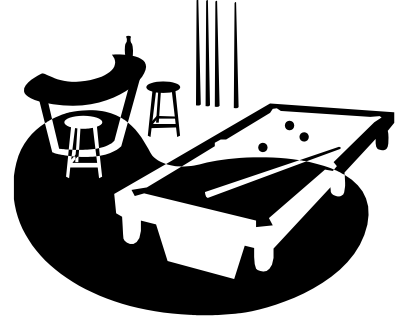
General Responsibilities

- 1 - Your first priority is to maintain the Daily Grind and to provide service to its guests
- 2 - No guests are allowed behind the counter
- 3 - Do not let calls or visitors interfere with your work
- 4 - Enter any unusual situations in the Daily Grind Log
- 5 - The TVs in the Daily Grind should be on a sports channel or a news channel unless an event requests a specific program
- 6 - Studying is only permitted when it does not interfere with your primary responsibilities

Game Room Procedures

Opening Procedures

- 1 - Turn on the lights and the televisions
- 2 - Open both doors to the game room
- 3 - Place forms on clip boards, one sheet per clipboard



Closing Procedures

- 1 - Begin announcing that the room will be closing a half hour before closing and again at fifteen minutes and five minutes
- 2 - At closing, ask everyone to stop playing
- 3 - Collect the pool and other game equipment
- 4 - Once everyone has left, close and lock both doors
- 5 - Turn off the TV
- 6 - Check to ensure that all windows are closed
- 7 - Turn off the lights
- 8 - Exit the game room, locking all doors behind you

Starting a Pool Table

- 1 - Greet the customer
- 2 - Take the WCSU ID and ask which table they would like to play on. Only WCSU students, faculty or staff may use the pool tables
- 3 - Place the ID in the drawer
- 4 - Write the customers initials on the pool table sign out sheet
- 5 - Write the time they signed in on the sign out sheet
- 6 - Give the customer the pool balls rack and chalk. All parts must be returned at the end of play
- 7 - Inform the customer that the queue sticks are on the wall at the other end of the room

Ending a Pool Table

- 1 - Make sure the customer returns the balls, rack and chalk
- 2 - Ask what table they were playing on
- 3 - Return the ID back. (ONLY IF ALL EQUIPMENT IS RETURNED)

Other Games

Same policies and procedures apply when customers wish to play ping pong, table tennis, or air hockey!

Ping Pong/Table Tennis - Give the customer two paddles and a ping -pong ball. Look at the equipment to make sure it is in working condition, and if not make sure to record the problem(s).



Air Hockey - Give the customer two air hockey paddles. Inform the customer that the puck is in the air hockey machine and that the machine will drop it on to the table after they insert the money into the machine.

General Responsibilities

- 1 - Sign in and out on your timesheet located at the Information Desk
- 2 - Your first priority is to maintain the Game Room
- 3 - As a rule, NO pool playing is permitted while on duty. If the room is slow, you may play on table 3 or 6 as long as it does not interfere with your work responsibilities
- 4 - Do not let calls or visitors interfere with your work
- 5 - If there are any customers in the game room, you are to be behind the counter or checking the lounge area
- 6 - You MUST be sure to collect ALL equipment from customers before returning their ID

Concessions Procedures

Start of Shift:

- Count out all items (Opening Shift only). If first shift of the week, count items out and record total. If this shift is not the first, check count against previous days' end totals after you count and make sure they match.
- Count out the Concession bag. Check against normal totals.
- Stock:

- If the fridge looks empty at top in certain brands (eg: Sierra Mist), refill with extra from bottom shelves. Make sure the ones to expire first are at the front and the ones that will expire last are at the back of the fridge.
- If any food or drink is expired, mark it down (as - the number: -4 for example) in the concessions log and let Oni know.

Selling

- When customer asks for an item, grab it but hold it by the desk until they have given payment. Remind customer it is cash only. Never give customer the item before they have paid.
 - If exact change: take payment, place in concessions money bag and give customer the item.

End of Shift

- Count out all items (Closing Only). Make sure items left + items sold adds up to the number of items you started with.
- Count out all sales. Make sure the amount matches the total items sold.
- If any stock is running low, let Oni or Mark know.
- Take your sales and place them in your bag. Bring that bag along with the snacks basket to the information desk to drop them off.

Emergencies

- 1 - In case of emergency, notify the supervisor on duty, at once
- 2 - In the case of an extreme emergency, alert the police
- 3 - Call the Information Desk and inform that person of the severity of the situation

Office Procedures



Responsibilities

- 1 - Sign in and out on your timesheet located online
- 2 - Handle walk-in and telephone traffic
- 3 - Take messages for office personnel, or direct the call to the person's voice mail
- 4 - You may be assigned bulletin boards in the building to maintain. You are responsible for maintaining those boards. Outdated material must be removed and multiple copies should also be removed
- 5 - Posting material on campus bulletin boards

Job Descriptions

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CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Building Supervisor - Box Office

DUTIES AND RESPONSIBILITIES:

In addition to the duties and responsibilities listed in the Building Manager position description, this position:

- 1 - Assists the Operations Manager with the daily operation of the University Box Office
- 2 - Assists the Operations Manager with staff training and supervision
- 3 - Maintains the University Box Office Telephone System
- 4 - Assists with Operation Manager with ticketing requests; consignments, reservations, and group orders
- 5 - Handles end-of-day processing on weekends and in the absence of the Operation Manager
- 6 - Responsible for maintaining ticketing and master customer files
- 7 - Performs other duties as assigned

SUPERVISION: Operations Manager

IT'S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student manager/supervisor positions have the same core competencies and learning objectives. Those documents are an integral part of this position description. This position will emphasize:

- ✓ Development of management skills
- ✓ Strengthening organizational skills
- ✓ Importance of commitment and integrity



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Building Supervisor - Conference Services

DUTIES AND RESPONSIBILITIES

In addition to the duties and responsibilities listed in the Building Manager position description, this position:

1. Develops Conference Services Assistants staff set-up schedules to insure all rooms are set in a timely basis
2. Assists in the supervision of the Conference Service staff
3. Coordinates with event sponsors to ensure their needs are met
4. Serves as on-site contact for large scale events
5. Assists with staff training with a concentration on conference services
6. Maintains equipment inventory reports
7. Reports any malfunctioning equipment to the Operations Manager
8. Performs other duties as assigned

SUPERVISION: Operations Manager

IT'S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student manager/supervisor positions have the same core competencies and learning objectives. Those documents are an integral part of this position description. This position will emphasize:

- ✓ Development of management skills with emphasis on Event management
- ✓ Strengthening decision-making, conflict resolution, customer service and organizational skills
- ✓ Enhance time-management skills
- ✓ Importance of commitment and integrity



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Building Manager

DUTIES AND RESPONSIBILITIES

- 1 - Review daily reservation report for scheduled events, room setups and technology needs
- 2 - Responsible to ensure that the rooms are set-up in accordance with the customer's needs and that all technology needs are in the room
- 3 - Make hourly rounds of the building to secure areas not in use, monitor condition of facilities, and check in with student employees on duty
- 4 - Responsible for securing the building at closing in accordance with the closing check list
- 5 - Cover the Information Desk, *The Daily Grind* and Game Room as necessary
- 6 - Print room event cards for the next day's events and place at each location
- 7 - Assist in the supervision and training of the student staff
- 8 - Have a working knowledge of and enforce policies and procedures of Campus & Student Centers, the University and State
- 9 - Complete the Building Manager Shift Report each shift
- 10 - Perform other duties as assigned

SUPERVISION: Operations Manager

IT'S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student manager/supervisor positions have the same core competencies and learning objectives. Those documents are an integral part of this position description. This position will emphasize:

- ✓ Development of management skills with emphasis on event management
- ✓ Strengthening decision-making, conflict resolution, customer service and organizational skills
- ✓ Enhance time-management skills
- ✓ Importance of commitment and integrity



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Lead Student Associate – Daily Grind

DUTIES AND RESPONSIBILITIES

In addition to the duties and responsibilities listed in the barista’s position description, this position is responsible to:

1. Ensure that the overall appearance of the Daily Grind is kept up
2. Report any issues or concerns to their supervisors
3. Request items and inventory needed
4. Plans, coordinates and administers event programs. At least 2 programs a semester must be ran by this employee with assistance from the Westside Graduate Intern.
5. Pick up product orders as directed by the Operation’s Manager
6. Assist with training the staff
7. Supervise fellow Baristas
8. Assist Westside Graduate Intern with executing successful programs, events and promotions.
9. Performs other duties as assigned

SUPERVISION: Operations Manager and Westside Graduate Intern

IT’S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student manager/supervisor positions have the same core competencies and learning objectives. Those documents are an integral part of this position description. This position will emphasize:

- ✓ Development of management skills with emphasis on Event management

- ✓ Strengthening decision-making, conflict resolution, customer service and organizational skills
- ✓ Enhance time-management skills
- ✓ Importance of commitment and integrity



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Lead Student Associate – Game Room

DUTIES AND RESPONSIBILITIES

In addition to the duties and responsibilities listed in the barista’s position description, this position is responsible to:

1. Ensure the overall appearance of the Game Room is kept up
2. Report any issues or concerns to their supervisors
3. Keep bulletin boards organized in that room
4. Request items and inventory needed
5. Plans, coordinates and administers event programs. At least 2 programs a semester must be ran by this employee with assistance from the Midtown Graduate Intern.
6. Supervise Game Room associates
7. Assist Midtown Graduate Intern with executing successful programs, events and promotions.
8. Performs other duties as assigned

SUPERVISION: Operations Manager and Midtown Graduate Intern

IT’S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student manager/supervisor positions have the same core competencies and learning objectives. Those documents are an integral part of this position description. This position will emphasize:

- ✓ Development of management skills with emphasis on Event management
- ✓ Strengthening decision-making, conflict resolution, customer service and organizational skills
- ✓ Enhance time-management skills
- ✓ Importance of commitment and integrity



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Student Associate - Information Desk

DUTIES AND RESPONSIBILITIES

- 1 - Serve as the main University contact for information concerning Western Connecticut State University
- 2 - Answer the WCSU Information telephone line in a courteous manner and direct callers to the proper source of information, if unable to assist the caller (Midtown only)
- 3 - Answer the WCSU Box Office telephone line in a courteous manner and process box office orders per customer request (Westside only)
- 4 - Process box office reservations and web sales (Westside only)
- 5 - Review daily events calendars and material at the Information Desk
- 6 - Be knowledgeable of events on campus and within the greater Danbury community
- 7 - Handle box office transactions for walk-up window customers
- 8 - Maintain proper financial procedures for all box office transactions
- 9 - Provide general admission information on weekends and other times when the Admissions Office is closed
- 10 - Gather, organize and provide information on services, activities, University policy and directions to the other campus and major Danbury locations
- 11 - Maintain the physical Lost and Found and the online log
- 12 - Maintain the appearance of the Information Desk at all times
- 13 - Report broken equipment to shift supervisor

14 - Complete the daily online shift log

15 - Perform other duties as assigned

SUPERVISION: Operations Manager & shift Building Manager

IT'S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student associate positions have the same core competencies and learning objectives. Those documents are an integral part of this position description.



CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Student Associate - Barista

DUTIES AND RESPONSIBILITIES

- 1 - Prepare hot and cold drinks accurately and consistently per the customer's request
- 2 - Provide the highest quality of service to the customer at all times
- 3 - Comply fully and consistently with food safety and sanitation standards
- 4 - Complete opening and closing procedures including product inventory
- 5 - Responsible for cash register operations including cash, ConnectCash and flex points
- 6 - Complete the ph and temperature logs as required
- 7 - Report issues or concerns to the on duty Building Manager and Operations Manager
- 8 - Clean and sanitize workstation and dining area
- 9 - Clean equipment using specific chemicals to insure sanitary standard
- 10 - Responsible for loss prevention

SUPERVISION: Operations Manager

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CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Student Associate - Game Room

DUTIES AND RESPONSIBILITIES

- 1 - Distribute billiard equipment and charge for its use in accordance with policy
- 2 - Distribute board games in accordance with policy
- 3 - Monitor the TV and lounge area
- 4 - Assist with the planning and execution of tournaments
- 5 - Maintain the appearance of the Game Room at all times. Clean billiards tables and game tables as necessary
- 6 - Report any broken equipment to the shift supervisor
- 7 - Assist with conference services setups as necessary
- 8 - Maintain the online shift log
- 9 - Perform other duties as assigned

SUPERVISION: Operations Manager and shift Building Manager

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CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Student Associate - Conference Services

DUTIES AND RESPONSIBILITIES

- 1 - Set-up rooms according to the plans provided. This includes interpreting diagrams, insuring details of all setups match those requested by the customer
- 2 - Tear down room and store equipment at its proper location
- 3 - Maintenance of bulletin boards in the Campus & Student Centers.
- 4 - Perform other duties as assigned

SUPERVISION: Operations Manager and shift Building Manager.

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CAMPUS & STUDENT CENTERS

POSITION DESCRIPTION

TITLE: Student Associate - Office

DUTIES AND RESPONSIBILITIES

- 1 - Answer telephones in a courteous manner and direct callers to the proper source of information, if unable to help the caller
- 2 - Assist with general office clerical functions including, filing, copying and errands
- 3 - Assist the Secretary with maintaining *The Daily Grind* daily sales reports
- 4 - Maintain the office in a professional and clean manner
- 5 - Assist the Student Activities Financial Manager with filing, copying and delivery of financial documents
- 6 - Assist the professional staff located in CC 300, including the Campus Center staff, Assistant Dean and Judicial Coordinator
- 7 - Travel between campuses for office errands as needed
- 8 - Perform other duties as assigned

SUPERVISION: Secretary and the Student Activities Financial Manager, as appropriate

IT'S MORE THAN A JOB: Part of the mission of Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment. All student associate positions have the same core competencies and learning objectives. Those documents are an integral part of this position description.

LEARNING OBJECTIVES AND CORE COMPETENCIES

STUDENT EMPLOYMENT: It's more than a job!

LEARNING OUTCOMES

Our mission at the Campus & Student Centers is to enhance the educational program by providing opportunities for student development through employment.

Learning Objectives:

Students Associates employed in the Campus & Student Centers will:

- Learn cash management skills through balancing ticket sales at the Information Desk
- Demonstrate technical knowledge of technology through the use of audio-visual and computer equipment
- Demonstrate a significant knowledge of the Western Connecticut State University community
- Learn and exhibit professional behavior on and off the job
- Experience growth, interaction and learning as part of a team
- Demonstrate an understanding of their integral role in the operation of the Campus & Student Centers
- Demonstrate the ability to set and follow through with goals they set for themselves
- Broaden understanding for the importance of commitment, ethics, integrity and contributions to a team
- Enhance time-management skills while balancing academics, personal and work responsibilities
- Gain knowledge of event policies and protocols
- Be expected to uphold CSCs and University protocol and policy while on and off duty
- Gain knowledge of tickets sale policies and procedures
- Gain an understanding of the importance of safe cash handling procedures
- Gain an understanding of the importance of maintaining a clean and organized work environment
- Develop the ability to interact with all types of guests (staff, students, faculty, parents, visitors, prospective students, community, etc.)
- Gain an understanding of the important role of the CSCs on a university campus
- Demonstrate a complete knowledge of the workings of the CSCs Information Desks
- Demonstrate the ability to function as part of a team
- Demonstrate an understanding of the importance of individual performance

- Learn the importance of positive interpersonal relationships with professional staff

Additionally, Students Managers and Student Supervisors will:

- Gain supervisory experience through the management of Student Associates
- Demonstrate the ability to prioritize multiple customer requests while managing the facility
- Exhibit crises management skills in the instance of a building emergency
- Know the protocol of who to contact in case of a building emergency and demonstrate said protocol
- Demonstrate knowledge of emergency procedures and general building evacuation protocol
- Learn motivation skills through encouraging Student Associates to perform duties well
- Gain an understanding of leadership through supervising peers
- Demonstrate an ability to work independently and without supervision while on shift as a manager
- Learn goal setting skills
- Demonstrate the ability to enforce CSCs protocol and policy as necessary
- Gain an understanding of the complexities of managing a facility
- Will plan training sessions for the Student Associates
- Understand what it means to be a role model on and off the job
- Build upon leadership and networking skills

Student Associate Core Competencies

Communication

Student Associates will practice effective communication with all of the Campus and Student Centers (CSCs) staff. Communication from the Student Associates will include reporting any concerns, ideas, questions or problems to the supervisor. Associates will also effectively communicate services and policies to guests and customers in the CSC's.

Fiscal Management

Student Associates will be knowledgeable of the money handling procedures for the CSCs. Recognizing property as a resource; Student Associates will also respect and take care of property in order to avoid losses.

Building/Equipment Oversight

Student Associates will be well-versed in the day-to-day operations of the CSCs. They will be aware of problem areas in the buildings and how to properly report the problem to managers and supervisors. By following policy, procedures, and building protocol, Student Associates will also be concerned for the safety of the guests and will report any problems that may arise.

Customer Service

Student Associates will develop strong customer service skills as employees of the CSCs. As leaders, Student Associates will exhibit competencies of customer service, conflict resolution, performance management, planning and organizing, and continuous improvement. Students will also develop customer service skills that help them take on the challenge of other positions in the CSCs or a post-graduation setting.

Student Manager/Supervisor/Lead Core Competencies

Leadership/Supervision

Student Managers and Student Supervisors will exhibit positive attributes as a leader in the Campus & Student Centers (CSCs). They will set clear, written goals that contribute to their personal development and mission of the CSCs. They will strive to reach those goals throughout the year. As leaders, Student Managers/Supervisors will exhibit competencies of customer service, conflict resolution, performance management, planning and organizing, and continuous improvement. Student Managers/Supervisors will also demonstrate the ability to supervise and manage the Associates that work at various locations within the Campus and Student Centers, including any discipline issues that need to be addressed.

Communication

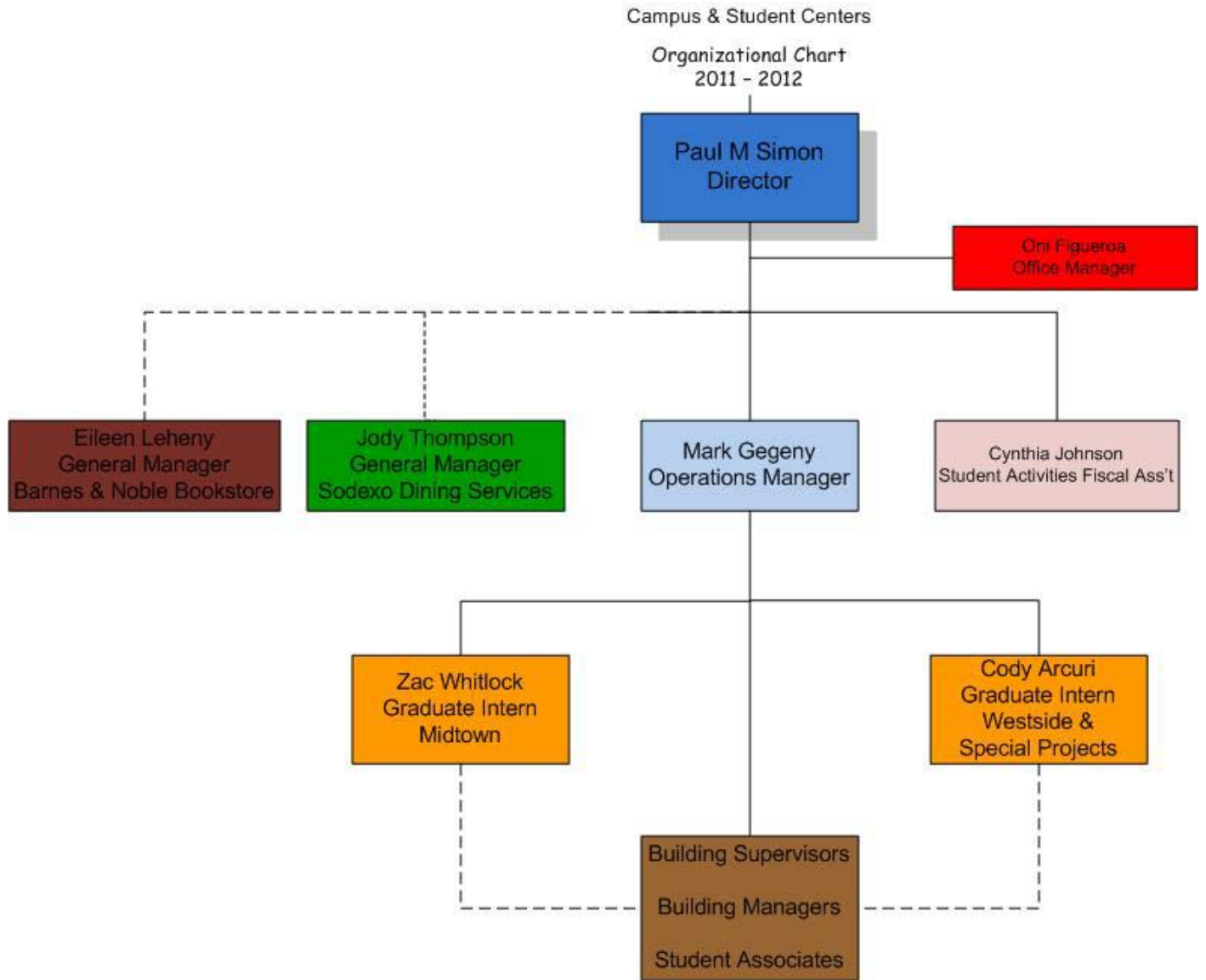
Student Managers and Student Supervisors will practice effective communication with all members of the CSC team. Communication from the Student Managers will not only be limited to reporting problems, concerns, ideas, or questions to his/her supervisor, but will also include discussing any policy changes, concerns, and feedback to the Student Associates. Student Supervisors are required to report, via the on-line log, any issue that is pertinent to the rest of the Student Manager/Supervisor team. Student Managers/Supervisors will also effectively communicate services and policies to guests and customers of the CSCs.

Building/Equipment Oversight

Student Managers and Student Supervisors will be well-versed in the day-to-day operations of the CSCs. They will become aware of problem areas in the buildings that require work orders and will also be constantly looking for any possible safety hazards inside and outside the buildings. Student Managers/Supervisors will become familiarized with all technology equipment utilized in the CSCs.

Fiscal Management: Student Managers will learn how to manage the money that is contained in the Manager's safe as well as at the Information Desk. They will follow the procedures that are in place when taking money in and out of the safe and will report any problems that occur regarding money to the Operations Manager. Student Managers will also manage the ticket inventory that is in the Manager's safe and the Information Desk. In addition, Student Managers will remember to clock in and out of their shifts and remind Associates to do the same.

Staff Organization Chart



Numbers & People to Know



Campus & Student Centers Main Office	837-8415
Midtown Game Room	837-8219
Midtown Information Desk	837-8210
Midtown Information Desk Fax Machine	837-8212
Westside Information Desk	837-3999
Westside Box Office	837-TIXX (8499)
Westside The Daily Grind	837-3277

Campus & Student Center Office **Student Center Room 220 & Campus Center Suite 300**

Dr. Paul M Simon Director of the Campus & Student Centers	837-8494
Mark Gegeny Operations Manager	837-8211
Oni Figueroa Secretary	837-8415
Cody Arcuri Westside Graduate Intern	837-3916
Zachary Whitlock Midtown Graduate Intern	837-3998