Student Life Operations Student Employment’s Essential Tenets

Pride: To be a positive ambassador of the people and events within student life spaces; to think beyond your job and take joy in the bigger picture of student life.

Communication: The ability to actively listen to customers and to provide clear and concise information to customers and team members.

Accountability: An obligation to know and uphold the knowledge and information provided through trainings and manuals.

Customer Service: To provide a welcoming environment to all those in student life spaces; a positive shared experience between you and the customer.

Respect: To value the differences and needs of customers and team members; to treat others in a polite and kind way.

Leadership: The ability to work with customers and team members on a task; the ability to apply gained knowledge for the betterment of the team.

*Team Member: any student or staff that works in and for the betterment of student life

Wilson Commons, our student union, is at the heart of the student life experience with many other spaces playing important roles as well. You have been hired as a part of our team because you are specially qualified and will enhance the student experience as an employee. It is important that you understand what student life is and where it is going. You are an integral part as we strive for excellence.

Performing your duties in your respective area is an important part, but as an employee in a student life space you are expected to continue that quality in all facets of our student life spaces. We ask that you help keep the facilities in excellent condition and help to create a suitable environment so that our buildings can be the best possible spaces. This can be done in several ways from picking up garbage when you see it, to being informed about building policies, or promoting and attending programs and activities put on by the Office of the Dean of Students. Encourage your friends to participate in these activities as well.

Role of the College Union

The union is the community center of the college, serving students, faculty, staff, alumni, and guests. By whatever form or name, a college union 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 college.

The union is an integral part of the educational mission of the college.

- As the center of the college community life, the union 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 union is a student-centered organization that values participatory decision-making. Through volunteerism, its boards, committees, and student employment, the union offers first-hand experience in citizenship and educates students in leadership, social responsibility, and values.
- In all its processes, the union encourages self-directed activity, giving maximum opportunity for self-realization and for growth in individual social competency and group effectiveness.

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

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

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

As student employees working in Wilson Commons, we ask that each of you strive toward making sure that Wilson Commons fulfills the Role of the College Union.
Office of the Dean of Students

The Office of the Dean of Students, located in Wilson Commons, is comprised of seven areas:

- **Wilson Commons Student Activities** – 201 Suite
- **Fraternity and Sorority Affairs** – 201 Suite
- **Parent and Family Relations** – 510 Suite
- **Center for Student Conflict Management** – 510 Suite
- **Paul J. Burgett Intercultural Center** – 501D
- **M.K. Gandhi Institute for Nonviolence** – 929 S. Plymouth Ave, Rochester, NY 14608
- **Rochester Center for Community Leadership** – Lattimore 107

All areas have offices within Wilson Commons except for Gandhi Institute and the Rochester Center for Community Leadership. A staff directory is located on each of the area’s websites.

The Undergraduate Employment Team is comprised of professional staff from the various units under the Office of the Dean of Students to support the undergraduate student employment program including training and recognition.

**Attendance/Late Policy**

Once you have accepted a work shift assignment, you are responsible for those hours during the entire semester up to the first day of exams. (Please remember that our buildings are open during senior week and orientation; please check with your staff supervisor with regards to working during these times). Building Managers are expected to work shifts beginning in mid-August through Senior Week. Some Managers will be needed during University breaks, including summer. If you need a replacement for a work shift, it is your responsibility to find someone from your area to work your shift; the only time you should contact your student or professional staff supervisor to help you find a substitute is if you are too sick to do this or in the event of a personal emergency. **Studying or writing a paper is not a personal emergency.**

**By accepting a work shift you have accepted a responsibility.** Please plan your studies accordingly so that schoolwork does not become a personal emergency.

If you cannot come to work you must notify your student supervisor to make sure arrangements are made to cover your shift. If you do not fulfill your work obligations, you may be subject to disciplinary action.

Prior to reading period there will be a specific work meeting conducted by your student supervisor to schedule shifts during exam week. Keep in mind that your job responsibility extends up until the beginning of the University vacation period. You should not make plans to leave school until after the exam week scheduling meeting.

**Breaks**

Most work shifts do not constitute enough time for a break. However, if you feel the need for a break or need to leave the area for a short period, please notify professional staff during
office hours or the building manager at all other times to make sure that the area is not left unattended.

**Cell-phones and Laptops**

Telephones in the work areas are for University business only. If you need to make personal calls that will have you on the phone for a long period of time, please make them on breaks or before and after your shift. Use of your personal phone for texts should be kept to a minimum. Laptop use should never create a barrier to serving the customers when they are in need. Remember your first priority is welcoming and assisting the customer per your job description.

**Confidentiality**

As a student worker in a student life area, you might have access to confidential information about individual students, upcoming events, and professional staff members. It is expected that all information obtained through your position as a Student Life Operations Student Employee will not be shared with anyone within the University or others outside the University. If you do not know if the information you receive through your course of employment is confidential, please talk to your professional staff supervisor or the Assistant Dean for Student Life Operations.

**Customer Service**

As an employee of a student life area you are in a very visible and active role for the University. During each shift you will be in contact with many students, parents, faculty, staff, and visitors to the University whose impression of the University will be shaped by your actions. Help make that impression a positive one by treating the customer right. Always keep a cheerful and courteous demeanor to all customers, and help them to the best of your ability.

**Dress Code**

As an ambassador for our department, appearance is important. Remember to always wear your work shirt and nametag during each work shift. Official department sweatshirts are acceptable instead of your normal shirt. You may wear another shirt underneath your work shirt. Your work shirt should be accompanied with appropriate business casual dress. For example, do not wear ripped or dirty jeans. Building Managers must wear closed toe shoes. Common Market employees must always wear the hats provided.

**Discipline and Termination Policy**

Student Life employees are expected to follow the rules set forth through manuals, trainings, student supervisors, and professional staff. Failure to comply with the guidelines can result in termination.
For violations, student employees will first receive a verbal warning, noted in a disciplinary report and added to the students’ personnel file. Upon a second violation, a formal disciplinary report will be written, reviewed with and signed by the student, and placed in the student’s personnel file. For a third violation, an in-person meeting will occur to discuss future employment.

**Violations include, but are not limited to**-
- Not wearing work shirt, nametag, closed toed shoes (only Building Managers), hat (only Common Market)
- Not following proper procedures for key sign-out or opening or closing of an area
- Not showing up for a work shift or showing up late
- Not writing in the log or documenting hours worked

**There are certain violations that will be cause for immediate dismissal. They include, but are not limited to**-
- Stealing equipment, keys, money, or supplies
- Aiding someone in stealing equipment, keys, money, or supplies
- Gross intentional violation of rules
- Coming to work under the influence of drugs or alcohol

**Evaluation**

Student employees will be asked to complete a self-evaluation regarding their performance on the job. Professional staff supervisors will conduct individual evaluation meetings with all employees. The timing and exact format will vary by area. All student employees will be evaluated on the following areas:

- **Accountability**: Understands job duties and policies, equipment usage, follows procedures and fulfills all obligations such as wearing designated uniform.
- **Respect**: Values the differences and needs of customers and team members such as requesting time off or swapping shifts through proper channels, arrives promptly and swipes in and out for every shift or job.
- **Customer Service**: Provides a positive, shared experience by creating a welcoming environment. Demonstrates a willingness to help and responds quickly and with confidence to customer’s concerns. Responds well to instructions from all team members.
- **Pride of Job**: Uses good decision making and problem solving skills to enhance the quality of work space.
- **Leadership**: Works efficiently and strives for the betterment of all team members. Leads by example by demonstrating personal ownership of actions, decisions and consequences.
- **Communication:** Actively communicates with and listens to fellow student employees, student supervisors, professional staff and customers.

**Emergency Procedures**

In the event of a building emergency act in a calm manner. If there is a threat to property or life, call University Security by dialing ‘13’ from any internal University phone or dial 585-275-3333 from any cell-phone. Also notify professional staff or if not during office hours, the building manager.

**Fire Alarm**

If you are in the building when the alarm sounds, act calmly, and assist in helping others exit the building as you are leaving. If, however, you are in an area where you can see fire or smell smoke, get out of the building immediately leaving through the nearest exit. All alarms are assumed real until told otherwise by Public Safety or Rochester Fire Department.

Fire Alarm Instructions

1. If the fire is in your vicinity, get out of the building immediately helping others evacuate as you leave. Leave by the closest safe exit.
2. If there is no immediate danger, secure your station and assist the professional staff or the building manager. Lock up your station, secure your cash register, and escort people out of your desk area and the building. Please then report to the following area to help control people trying to re-enter the building. It might be necessary to reach this area by traveling outside of the building (for Wilson Commons staff).
   a. Common Connection – 4th Floor
   b. Common Market – 3rd Floor Tunnel Area
   c. Rocky’s – Wilson Commons Main Entrance
   d. Hartnett – Graham Smith Plaza Entrance
3. Once outside the building, building employees should work together in order to stand near the entrances to not allow others to enter the building while the alarm is still active.
4. No one should enter the building until given the all clear signal from Public Safety or the Fire Marshal.

**First Aid**

Because of liability risks to the University, it is extremely important that you do not dispense any medication while you are working. As a courtesy, adhesive bandages are available at the Common Connection and 510 Suite in Wilson Commons. If someone is ill, refer them to University Health Services (x35770) or MERT (x13) Student employees trained in how to use the defibrillator may use this equipment in an emergency medical situation. All student employees working in Wilson Commons should know the location of the defibrillator in order
to direct emergency personnel to its location. It is located on the wall behind the Common Connection desk.

**Food & Drink**

Food and drink are allowed in all areas of student life spaces. However, while working, you are discouraged from eating meals. You should eat before or after a shift, or during a designated meal break for a long shift. Please see the section on “Breaks” for more information.

**Friends/Guests**

The only people that should be at a desk/operating area are employees performing their duties. Guests may be shown the area you work in, but should not be invited to stay.

**General Expectations**

There are expectations for all of our student employees. In addition to the tasks you are responsible for on a daily basis within your area, you may be asked to execute other duties as assigned by professional staff and building managers.

**Hours**

It is University policy that a full-time undergraduate student can only work up to 20 hours per week between all campus jobs. Please keep this work limit in mind when you take extra shifts.

**Injury**

If you are injured while on the job, or see an injury occur in Wilson Commons, contact your supervisor or the building manager immediately. Tell him/her what is wrong, how it happened, and follow his/her instructions in seeking medical attention. After all injuries a University of Rochester Employee Incident Report should be filled out within 24 hours. In the case of injury of non-WCSA employees (visitors, students, and faculty) call Public Safety at ‘13’ from a campus phone or 585-275-3333 from a cell-phone

**Job Descriptions**

Student Life relies on its student employees to keep it the center of student activity. Each employee is a valuable and integral member of the team. Regardless of what area you work in, or what your position, you are linked with all employees of student life areas. Only when working together can we remain the heart of University interaction.

**WILSON COMMONS/DOUGLASS BUILDING MANAGER**

The Building Manager assists with the operation of Wilson Commons and Douglass Student Center. They also oversee the operations of both buildings when there is no professional staff present. This includes doing rounds of the buildings and upholding the policies and procedures of Wilson Commons, Douglass Student Center, and Wilson Commons Student
Activities while maintaining an organized and efficient environment within the student union and student center buildings. The Building Managers supervise all of the other student workers in Wilson Commons and Douglass Student Center when professional staff is not present.

THE COMMON MARKET
The Common Market employees are responsible for the sale of various items that include but are not limited to candy, tickets for on and off campus events, RNest Art cart craft novelties which will vary monthly as well as different items that can be found in a mini-store. Excellent customer service and organizational skills are essential. Experience in cash sales and cash registers is helpful, but not required. The Common Market also hires students to make our delicious homemade fudge.

THE COMMON CONNECTION
Serving as the main point of contact for individuals and groups looking for information about activities and places to go, Common Connection employees are expected to be knowledgeable about many facets of the University and local community. Regular duties include giving out information regarding events in person, on the phone and through e-mail; managing the key sign-out for Wilson Commons, maintenance of the Lost and Found Log, and assisting students with transportation information.

ROCKY’S SUB SHOP AND LOUNGE
The Rocky’s employee is responsible for the lending of video games, board games, pool tables, and other recreational activities for use in Rocky’s only. Attendants check out recreation equipment, ring up sales, and assist in the promotion of Rocky’s programs and events. Rocky’s employees also ring up sales for Blimpie’s purchases.

HARTNETT GALLERY
Hartnett Gallery staff is responsible for greeting gallery patrons, answering and discussing questions regarding the exhibition, guarding the art exhibitions, and supervising the gallery during building hours.

5th FLOOR RECEPTION DESK
This desk serves as the main point of contact for individuals visiting the 5th floor and directs them to the proper office. 5th floor employees are expected to be knowledgeable about the staff and offices in Wilson Commons. Regular duties include greeting and directing visitors, transcribing meeting minutes, and clerical assistance to all offices located on the 5th Floor.

SPURRIER BUILDING MANAGER
The Building Manager oversees the operations of Spurrier Hall. This includes doing rounds of the buildings and upholding the policies and procedures of Spurrier Hall and Wilson Commons
Student Activities while maintaining an organized and efficient environment within the building. The Manager is responsible for also closing the building every night and opening the building on the weekends. The Manager is the representative of our department in Spurrier.

**Job Duration**

In most cases, job offers are for an academic year. Employment will be extended upon satisfactory evaluations by your professional staff supervisor. Newly hired employees are on a probationary status for the first semester of employment.

However, a job offer is not a guarantee for a complete semester of employment. Certain actions can be grounds for immediate dismissal and multiple infractions of minor offences can lead to dismissal as well. Please refer to the discipline and termination policy in the manual, and see your professional staff supervisor if you have any questions.

**Keys**

Some student employees receive keys as part of their employment position. These keys are either signed out from the Director of Wilson Commons or through Event Support. Employees are required to turn in their keys at the end of their employment term. There is a $50 per key fee if any keys are lost.

**Meal Period**

It is University policy that any employee who works a shift of 6 hours or more be provided an unpaid meal period of 30 minutes away from his or her work station. If this is not provided the employee must be paid for the time. This includes all University jobs. For example, if you work 3 hours in the Common Market then are scheduled to work 3 hours in the Library, there needs to be 30 minutes between your swipes. If by chance an employee works consecutive shifts that amount to over 6 hours and does not receive a 30 minute break, the employee must indicate on the University of Rochester Exception Log that they did so. The Exception Log will be located at the employment work stations or wherever employees are expected to log in their hours on a time sheet.

**Payroll**

The University pay period runs from Sunday to Saturday on a bi-weekly basis. You receive your paycheck or Direct Deposit on the Friday following the end of each pay period. Please contact your professional staff supervisor if you notice an error.

**Questions/Problems/Grievances**

If you ever find yourself with a question, problem, or grievance about your job, please talk to your professional staff supervisor immediately. No matter how trivial the problem may seem, inform your supervisor instead of ignoring it. They will be unable to help if you do not come
to them. If you feel uncomfortable talking to your supervisor about the issue, please see the Assistant Dean for Student Life Operations.

Robbery

The panic alarms are to be operated immediately after a robbery only. **Do not attempt to touch them until the robber has disappeared.** In case of robbery, you should always cooperate. As soon as you have pressed a panic alarm, notify your supervisor or the building manager. If possible call Public Safety at x13 from a campus phone or 585-275-3333 from a cell-phone to give them any pertinent information about the theft (description of thief, clothes, where he/she exited, etc). If you do not know the location of the alarm button, ask your supervisor to show you. Please note that all panic alarms contact the Rochester Police Department immediately, not just University of Rochester Public Safety.

Rotationals

Most work areas have rotational shifts on weekends. For some areas, these rotationals are only Friday and Saturday night, while others have entire weekend rotationals. Rotational shifts are created so that the same person does not have to work the same weekend shifts. Since these are not regular shifts, it is important to remember your specific rotational time. Make sure you are comfortable handling that shift’s responsibilities (i.e. it may be a closing shift or an early morning opening which have different duties).

Shift No Show Procedure

*During work hours* - contact your professional staff supervisor

*During Evenings and Weekends*  
(appplies to Rocky's, Common Market, Hartnett, and Common Connection)

WORKER ROLE

1. Current worker will make the first call to the next person who is scheduled to work as soon as they realize there is an issue.
2. Right after the first call, the current worker needs to call the building manager so they are aware of the situation.
3. If the person that is scheduled to work the next shift answers the call and is on their way, either the current worker stays (if able) or the building manager covers the area. The building manager should only be covering an area for 15 minutes or less.
4. If the person that is scheduled to work the next shift does not answer, the worker should confirm with the building manager that they have control over the situation before leaving or closing up the area.

STUDENT SUPERVISER ROLE
1. If the person that is scheduled to work does not answer, the building manager will call the student supervisor of that area.
2. The student supervisor needs to either cover the shift and/or make phone calls to the rest of the workers to get the shift covered. If the student supervisor has no success in finding coverage and cannot come into work themselves, they should contact their professional staff supervisor for assistance.
3. The student supervisor will notify the building manager when they are contacting their professional staff supervisor.

BUILDING MANAGER ROLE
   1. The building manager needs to be involved in the decision making process as soon as the current worker realizes there is an issue for the next shift. The building manager will make the first phone call to the student supervisor and cover the area if the current worker cannot stay any longer.
   2. If the student supervisor cannot be reached or a decision needs to be made by the building manager about closing the area for a time period, the building manager needs to contact the professional staff supervisor of that area for guidance.
   3. If the professional staff supervisor cannot be reached, the building manager needs to contact the Associate Director of Student Life Operations.

Studying
No job in student life is a study job. Papers and studying should be done outside of work. If you find yourself with nothing to do or all your daily responsibilities completed, ask your supervisor or professional staff for other tasks and projects. For weekend and night shifts, there are periods of time when the traffic is light. Reading a book is fine as long as your full attention is given to the customer when he/she arrives. Leniency regarding studying is given to Harnett Gallery staff because of the nature of the environment.

Swiping In/Out
Wilson Commons uses an electronic swipe system to record employee hours. Always remember to swipe in to work and swipe out when your shift has concluded. Make sure to punch in the correct employee record number corresponding to the job you are doing. For example, if you are both a Building Manager and a Common Market Employee you will have two separate employee record numbers.

Also make sure to sign in at your respective work station so that your hours can be physically tracked to catch any missed swipes or discrepancies. You can check your hours online through HRMS, but no editing or entering of time should be done through HRMS. If you notice an error when viewing HRMS, please contact your direct staff supervisor.

Training
All employees are required to attend all trainings organized by the professional staff and student supervisors for their area. In addition, employees are required to attend all entire staff trainings at the beginning of each academic semester (August/September and January).
WhenToWork.com

Wilson Commons uses an online system to keep track of student employee schedules. You are required to maintain an account on the system and your professional staff supervisor will instruct you on how your area will utilize the system.

Student Employee of the Month Program

Each month, the Wilson Commons Undergraduate Student Employment Team would like to recognize a student that has gone above and beyond expectations in the workplace. Examples include walking with a patron to their desired location rather than just explaining it to them, assisting patrons with matters even though it may extend beyond your immediate area, or even things like taking the time to hold a door open for a patron. All students working in student life spaces are eligible to participate. Winners each month will receive $20 Declining added to their card. Honorable mentions are often also awarded.

The Nomination Process:

Anyone is eligible to nominate, including fellow workers, professional staff, as well as other members of the University community that are serviced each day. Completed nomination forms can be dropped in the boxes located at Rocky’s, Hartnett, 5th Floor Reception desk, the Common Connection and Common Market. Self-nominations will not be accepted. In addition to the nomination forms that are placed at each desk, each student supervisor will be able to nominate a member of their staff they would like to recognize as well. The professional staff will review all the nominations each month and select a winner. Winners will be notified in addition to a posting online and a glass case on the 3rd floor of Wilson Commons.

Work Meetings

It is your responsibility to attend all scheduled work meetings. If you cannot make a work meeting, you must notify your professional staff supervisor ahead of time and make appropriate arrangements to receive all notes and minutes from the meeting.