

## **Employee Expectations**

All expectations revolve around one common denominator- having a good attitude. If you like your job, your environment, and those people around you, then the other expectations should come naturally. A good attitude is displayed by taking pride in your work and yourself. A professional attitude is reflected in the quality of work you do. All Campus Center employees are expected to conduct themselves in such a professional manner.

### **Dependability**

Dependability means doing what is expected of you.

1. You are expected to report to work on time
2. You are expected to attend all staff meetings
3. You are expected to do your best to complete all tasks quickly and efficiently..  
At times you may have tasks assigned with little notice. We ask that you be prepared for these occasions and complete your work in a quick and professional manner.
4. Complete any projects asked of you, even if they are not part of your regular job description

### **Initiative**

Don't wait for someone to hand you each project and explain it in black and white. Challenge yourself to complete projects or make suggestions for improvements without immediate supervision. Start out with a small project and work your way up.

### **Involvement**

Isolating yourself from the rest of the group can prevent effectiveness in your work. To feel a part of any organization, you have to want to be involved. Express interest, ask questions and volunteer to make yourself a viable part of the team.

### **Flexibility**

Be able to adjust to varying workloads. Be open to different opinions and ways of doing things.

### **Interpersonal Relationships**

It is important that we all work well with students, faculty, colleagues, and administrators of all cultures, backgrounds, and lifestyles. Be polite and courteous to those you deal with while working.

### **Self Improvement**

As student employees, you should seek out opportunities for growth through reading and volunteering for new experiences/tasks to keep up to date on new or different innovations and ideas. Also, as employees, you should respond well to constructive criticism.

### **Customer Relations**

As an employee of the CC, your objective is to treat everyone you deal with cordially and with respect, and to give each customer excellent service. Keep an open mind at all times.

### **Give Correct Information**

In the event a campus guest asks you a question about where to go to solve a particular problem, please make sure your answer is correct. If you are unsure which office handles a particular function or could deal with a particular problem, please call that office, or let the customer know that the college offices are closed (if that is the case), and give a number in which the persona could call at a later time

### **Telephone/Computer/Use of Equipment**

The equipment in the office space is for business use. Keep personal calls to a rare occurrence. The computer is for college related activities first. Schoolwork and personal use has lowest priority.

### **Appearance**

All employees: ABSOLUTELY NO: hats, headbands, dew-rags, or bandanas. Desk Receptionists/Rec Center Attendants: Casual student attire. NO: sweatpants, P.J.'s, mesh running clothes, etc. etc.

### **Schedules**

Scheduling will occur at the initial staff meeting. Employees are responsible for covering hours assigned and individual employees must find their own replacement if a conflict arises. When a substitute for hours is found, the employee is responsible for filling out the "Shift Change Request Form." If no replacement can be found, the employee is expected to show for their assigned time slot. It is expected that you will inform the Director at least 24 hours in advance of any shift changes/absences.

### **Time Sheets**

All employees must sign in and sign out at the beginning and end of their shifts. If employees do not sign in or out, those hours worked may be forfeited at the discretion of the Director. Sign and date your time sheet at the end of each pay period. All time sheets must include your information.

### **Visitors**

If a friend stops by to talk to you while you are on duty, be sure to keep your interruptions limited in time. It is inappropriate to keep a customer waiting while you are talking to a friend. CC employees are the only people allowed behind the desk.

### **Smoking Policy**

The CC is a smoke free environment

*ANY EMPLOYEE FOUND IN VIOLATION OF THESE EXPECTATIONS OR PROCEEDURES AS PREVIOUSLY LISTED MAY BE SUBJECT TO TERMINATION.*

## **Event Staff**

Event Staff Member are appointed by, and are directly responsible to, the Director of Student Activities. Event Staff Members are responsible for assisting the Office of Student Activities in conducting events sponsored by AC<sup>2</sup> and the Student Activities Office.

### **Event Staff Responsibilities:**

- Arrive on time with a good attitude and prepared for work
- Complete tasks as assigned
- Assist in set-up and breakdown of events
- Wear appropriate attire
- Fill out time sheets

### **Attire:**

\*This is for your safety. Please adhere to the dress code.

- In order to work, you MUST wear an “Albright College Event Staff” shirt
  - *Event Staff shirts are provided by the Office of Student Activities. Students who lose or purposefully/carelessly rip the shirt, will be subjected to a replacement fee of \$15*
- Proper shoes are required; sneakers or work boots. Dress shoes, sandals, or dress boots will not be permitted.
- No skirts or dresses

\*If you show up to work in inappropriate attire, you will not be permitted to work the event.

When you are assigned to a specific task, you are expected to complete it. If you are unable to complete the assigned task, notify the AC<sup>2</sup> E-Board or the Director of Student Activities to have the task re-assigned.

- AC<sup>2</sup> E-Board may assign you a specific task because he/she may have confidence in you completion of the task by your previous performance of past events

The following are lists of tasks, and their descriptions required at most events. Jobs assigned are not limited to those below. Be prepared to take on any new and unfamiliar tasks that may arise. If you are unsure of the task assigned, ask questions to clarify your understanding of the task.

1. Dorm Storm: At least one male and one female will be assigned the task of dorm storming. The Team will go to each dorm with-in the Quad (Crowell, Kruse, Smith, Walton) and reminds each student that there is an event taking place.
2. Set Up: Includes, but is not limited to, the (dis) assembly of sound and other related equipment (when applicable), and the loading of the equipment.  
Breakdown: Includes, but is not limited to, the disassembly of sound and other related equipment (when applicable), and the loading of equipment.

3. Surveys: One person will be assigned the task of seeing that students fill out a survey at each event. This is very important so that we can continue to provide activities that meet the wants of the students.

### **Recreation Center Attendants**

The Recreation Center attendants are appointed by, and are directly responsible to, the Director of Student Activities. The Rec. Center attendants are responsible for assisting the Office of Student Activities in conducting the operations programs and service of the Rec Center.

#### **Recreation Center Attendants shall:**

- Assists in supervising the recreational facility of the Campus Center
- Maintain order and behavior in, along with appearance of the Rec Center
- Assist in supervising the programs of the Rec Center
- Issue and accept recreational equipment in accordance with established policies and procedures
- Assist in maintaining the recreational equipment and games

#### **Recreation Center Procedures**

- Pick up the Rec Center keys, the gaming equipment, Rec center report book, and Rec Center sign-in notebook
- Remove pool table covers, **neatly** fold, and place behind counter
- Fill out report; take inventory, sign-in/off on inventory

#### **Operation Procedures**

1. All users of the Rec Center equipment must give their Albright ID to the attendant. If they fail to do so, ask them to leave immediately. If they fail to leave, call Night Manager (if on duty) or Security. An Albright ID holder can bring in guests.
2. Before distributing any and all recreational supplies such as pool equipment, ping pong paddles, etc. You **MUST** write his/her name on the appropriate sign-in sheet. All equipment needs to be examined thoroughly before distribution and following collection.
3. If you experience any problems, call Night Manger at X7529. No personal calls on phone.
4. When answering the phone, say: "Thank you for calling Albright College Rec. Center, your name speaking how may I help you?"
5. Pool
  - a. Take Albright ID and have all players sign in.
  - b. Give player a cue stick, cue ball, and chalk.
6. Ping Pong, Foosball
  - a. Take Albright ID and have all players sign in.
  - b. Give player appropriate equipment.

7. Play Station 2/Wii
  - a. Everyone must sign out PS2, Wii, no exceptions.
  - b. Before handing out game, check to make sure there are no damages.
  - c. Hand out only one game and one controller pr ID.
8. General Procedure:
  - a. When your shift begins, sign report found in notebook.
    - i. Everyone must fill out a separate report.
  - b. Make sure the area is neat and in order.
9. Do not allow random persons (including children) to use rec. center equipment.
  - a. An Albright ID holder must accompany all children.
10. Monitor Rec. Center, and lounge area.
  - a. Take charge. If student is not behaving in a respectable manner, warn him/her about their behavior.
  - b. If inappropriate behavior continues, ask him/her to leave, on grounds of "behavior unbecoming of an Albright College student," and call the Night Manager.
  - c. If student refuses to leave, or gives any problems, call Public Safety.

### **Closing Procedure**

Rec. Center closes one half hour before desk closes.

Monday-Sunday: \_\_\_\_\_-9:30 p.m.

Lock the door at closing time. If people linger, ask them to leave.

Take pool brush from drawer and brush off pool tables. Cover all three pool tables with covers.

Pick up all trash and put in trashcan.

Clean the desk area, and any other surfaces

Return all equipment to its proper place.

Turn all lights off and lock door.

**Bring key, Play Station 2/Wii and notebooks up to the desk.**

### **Desk Receptionist**

Campus Center Desk Receptionists are appointed by and are directly responsible to, the Director of Student Activities. Desk receptionists are responsible to the Office of Student Activities in conducting operations, programs, and services of the Campus Center.

First, and foremost, your job is to answer the phones, answer questions, and help students, faculty, staff, and visitors to the best of your abilities as a Student Services employee.

### **Desk Attendants Responsibilities:**

- Answer phones calls and greet visitors to the Campus Center
- Dispense general information concerning the CC and the College
- Maintain the office and lobbies so that they always present a well kept appearance

- Assist with other projects as assigned or requested
- Keep a log/take requests for Table Reservations

**Duties:**

1. Be at the desk early for all scheduled shifts (at least 10 minutes)
2. Remain at the desk
3. In most cases the CC Desk should be used for conducting business. A professional office atmosphere must be maintained at all times. Desk employees are the only people allowed behind the desk.
4. All phone calls should be answered and inquiries treated courteously. Take time to disseminate the correct information and record the proper message. Include who the message is to and from, date and time, and your initials.
5. Personal and cell phone calls should be kept to a minimum.
6. The CC serves as the switchboard for the College after 4:30, weekdays and on weekends.
7. Familiarize yourself with the use of the public copier.
8. The office may assign work for you to do. This takes priority over any personal work

**Procedures:**

**Logging into Windows-**

- Log in name: ccstudent
- Password: Albright1

**Cisco Call Manager-**

Call manager can look up extensions for the entire campus by department or individual faculty members, staff and students

- Log in Name: ccstudent
- Password: ccstudent

**School Dude-**

1. Click on the "School Dude" Icon
2. Verifying Info
  - a. First name: CC
  - b. Last name: Student
  - c. Email: [ccstudent@alb.edu](mailto:ccstudent@alb.edu)
3. Click on "Day Calendar"
4. Find "Campus Center" in 'Location' dropdown menu
5. In "Room" drop down menu- ctrl + left mouse all rooms
6. Click "Refresh Calendar"
7. Keep this info up for the duration of the day.

**Laptop-**

-Put laptops on counter. Be sure to lock the computers to the desk via the cables.

At the end of the day:

1. Check the Laptop conditions- info Director/Night Manger of damages
2. Pack up laptops and put them in the back closet.

**Answering the Phones-**

- Answer phone with "Albright College Campus Center. This is YOUR NAME, how can I help you?"

- To Transfer the phones, press “transfer,” dial extension, and press “transfer” again.

**Closing:**

1. Straighten up the desk and office areas so they are neat and presentable.
2. Transfer phones to security
3. Take computers into back closet

**Night Managers**

Night managers are appointed by and directly responsible to the Offices of Student Activities. Night Managers are responsible for assisting the Director of Student Activities, in conducting the operations, programs, and services of the Campus Center.

**Night Managers’ Responsibilities:**

- Supervise the operations of the CC in the absence of the Director.
- Supervise employees on duty in the CC during their shifts
- Maintain order and security in the building
- Enforce sign and poster policies, making sure all posted materials are not outdated
- Serve as a representative of the CC and its goals at all times

**-Ensure the cleanliness of the desk area**

**Duties:**

1. A Night Manager must be on duty in the building M-F from 4 pm to 10 pm and Sat/Sun from 9 am to 10 pm
2. After choosing your shifts, any changes are your responsibility. You may switch hours among yourselves, making sure all hours are covered
3. Take note of the CC desk and rec. center employees reporting for scheduled shifts on time and are running these areas efficiently and effectively
4. Be a liaison between the employees and users of this building and the Director, talk with as many people as possible to get feedback, info, etc. Get to know the people who operate Jake’s Place, Jake’s Java, and Public Safety. Establish a good rapport with them. Report any suggestions, comments and problems they may have.
5. Make sure each employee accurately informs any visitor to the CC with the correct information being enquired about. Be sure to know that you are referring them to the correct office, person, etc.
6. Politely ask any unruly or unescorted visitors, not affiliated with the College, to leave. If they refuse call Public Safety.
7. Be familiar with First Aid/Fire Safety/CPR
8. Procedures:
  - a. Pick up and sign for the master keys from the Public Safety Office and keep them on your person at all times. Under no circumstances should the keys be given out.
  - b. Keep the office area free of people and their belongings.

- c. CC office is not a storage place or lounge. Keep the director's door closed and locked at all times.
  - d. Fill out the Night Manager's Report form located in the mail boxes on the wall
  - e. Check the School Dude Calendar of the computer to see if there are any events scheduled in the CC for the day. Record and events on your report that take place in the building on the NM Report. Do not record events from the schedule directly onto your report without checking to be certain that they events actually took place.
  - f. If an organization requests a table reservation make sure to include this in your NM Report
  - g. Check to make sure these areas are set and cleaned properly. Read the signs posted throughout the building so that you are aware of functions sponsored by college organizations and other groups. Make a thorough check of everything in the building during your first round. Be sure to include the Rec. center, mailroom, and bathrooms.
  - h. Remain visible, around the main lounge at dinnertime in particular
  - i. Make rounds of the CC every 2 hours (4p, 6p, 8p, 10p)
  - j. Be aware of the location of all fire extinguishers and how to use them if necessary. If the fire alarms go off, then everyone must leave the building. This includes the alarms from the theater side.
  - k. If an employee does not show for their scheduled shift, make a note and put it on the secretary's desk. Try and track them down, if they are unreachable find a replacement. If no replacement can be found, arrange employees, so there is one person in the rec. center and on at desk (YOU). Be sure to include this in your NM Report.
  - l. If signs need to be hung, us the tall ladder located in the closet by the South Lounge-Fireside.
9. Specific Closing Procedures:
- a. About 10 minutes before the Rec. Center closes make sure that employee completes all closing procedures
  - b. Check that all equipment is accounted for and in good condition
  - c. Record any broken machines, and what, if anything is wrong
  - d. Make final rounds, check bathrooms, and lock all doors (No sooner than 9:45)
    - i. Back door leading to the loading dock
    - ii. Double brown doors at bottom of stairs
    - iii. Side door to handicap ramp
    - iv. Door connecting CC to CFA (pull shut)
    - v. Four glass doors at main entrance (no sooner than 9:58)
    - vi. Shut the closet doors (they will lock automatically)
    - vii. Shut down the secretary's computer. Shut Down sign as well
    - viii. Turn the lights off and use the 1500 key to lock the door to the office
    - ix. Call Public Safety to switch the phones over to their office
    - x. Sign out

xi. Take the keys and lost and found items to Public Safety  
**UNDER MOST CIRCUMSTANCES, NO ONE SHOULD REMAIN IN THE  
BUILDING AFTER CLOSING. BE SURE TO NOTIFY PUBLIC SAFETY  
IF ANY PEOPLE ARE STILL IN THE BUILDING.**

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Reader's Agreement

I, \_\_\_\_\_, have read and agree to abide by the Campus  
Center Desk Handbook. (Revised 6/22/09).

Signature: \_\_\_\_\_

Date: \_\_\_\_\_