

Topic: UCSA Personnel Procedures and Guidelines**Updated: August 2, 2004**

Teamwork is a key value in the University Commons and Student Activities Office. The organization is very functionally diverse, and often duties and responsibilities are compartmentalized to the point that individual staff members may not be aware of their role in the “big picture.” By definition the University Commons is a complex entity representing both programmatic and operational elements. However, these diverse elements are very interrelated. The program staff may plan events but the technical staff has to help make sure the microphones work and the Service Desk staff have to make sure that tickets are available, and the Graphic Artist has to prepare posters and flyers, and the facility services staff have to make sure the building is clean and attractive. Each person’s work is part of a bigger process that is designed to successfully serve our constituencies. Therefore every staff member should be interested in the work of other staff members, be willing to support the efforts of others, and be willing to step in and assist any other staff member at anytime.

Safety & Emergency Procedures

A. Standards of Care

1. All employees are expected to be familiar with the UCSA Risk Management Manual.
2. Be aware of and report any potential hazards you see in the facility, i.e. wet floors, torn carpet, exposed wiring. Also be aware of and report any suspicious persons or activities.
3. Be familiar with the building floor plan, particularly locations of exits, fire extinguishers, fire alarm pulls, and emergency telephones. In the event of a fire alarm or other official emergency all employees are expected to be prepared to assist with building evacuation.
4. All accidents should be reported to the proper authority immediately. In the event of serious injury or illness, call the University Police at 2911 immediately. As soon as practical, notify a member of the professional staff. An accident report form must be completed. Forms are available at the administrative office (UC 244), the Service Desk, and the Building Managers’ Office.
5. In the event of criminal activity such as robberies, theft, assaults, illegal alcohol and drug activity, call the University Police at 2911 immediately.
6. Be prepared to assist building patrons in the event of any emergency.

B. Personal Safety

1. Some employees are expected to work late night shifts. It is our expectation that employees take advantage of the campus escort service and be aware of their personal safety.
2. All work-related injuries should be reported immediately to your supervisor. Injuries occurring after normal work hours should be reported to the Campus Police. A workman’s compensation injury report must be completed for all work-related injuries.

Workman's compensation forms are available in the administrative office or the police station. If medical attention is required, the Office of Human Resources will coordinate all arrangements

Customer Service Standards

A. General Standards

1. Be nice -- consistently; be patient -- always; be thoughtful at every opportunity; be helpful -- to everyone.
2. Be aware of and accommodate cultural differences.
3. In the administrative office, the secretary's desk will be considered the "main" desk. The published office number will ring at this desk. Outgoing mail will be collected near this desk. The main desk should be staffed continuously. When the departmental secretary needs to be away from the office, then someone else should cover the desk. This means that we all need to know what to do at the main desk.

B. Telephone Standards

1. Telephone greetings should be clear and courteous and should include at least the phrase "University Commons and Student Activities" or "University Commons Service Desk" and "May I help you?" You may choose also to identify yourself, as in "University Commons, this is Bubba, may I help you?" Remember to smile -- even on the phone -- it affects the tone of your voice.
2. In the administrative office, private office phones should be coded to 2406 for busy or no answer. Everyone should learn how the coding process works and use it as appropriate.
3. Although the secretary and other front office staff are naturally the first line of defense in answering the telephone, everyone should feel comfortable answering the phone. If someone else does not pick up a call in a timely fashion (2 or 3 rings) then it is free game to whoever can get to it first.
4. Everyone should know how to transfer a call. When transferring calls to our staff, please get the caller's name. Get the right person on the phone and tell them who is calling and, if you know, what the call is about. Don't give out private office numbers. Use appropriate telephone etiquette and language.
5. When transferring to another office, give the caller the name of the office you're transferring them to, the name (if possible) of someone there who can help them, and (in case the transfer fails) the number they can call directly. Always offer to transfer them directly rather than just providing a number. Hold the line until someone answers and tell them you have a transfer call, and before you complete the transfer make sure that you have indeed connected with the office that can help the caller. If the line is busy or doesn't answer, explain this to the caller and suggest they try again later.
6. Avoid extended conversations on published lines (2405, 2406, 2408). If a long conversation is necessary, transfer the call back to another line to continue. This ensures that callers can get into the office on the published numbers.
7. Local personal calls are certainly ok, with reasonable limits; please make sure that such calls do not affect customer service or inconvenience co-workers. Do not make long

Distance personal calls with your University authorization number. This is inappropriate use of University resources. Consequences for unauthorized use of the long distance authorization code will range from restitution to dismissal.

8. Avoid calling directory assistance for information. First exhaust other options. Directory assistance calls result in charges to the department.

General Policies

A. Logging Procedures

1. Logs for the van and cart keys will be located near the secretary's desk. All staff should properly log these vehicles out and in.

B. Equipment and Access Issues

1. Use of office computers: Occasionally, we have had problems with departmental computers being used after hours. Often, files and programs get inadvertently changed or damaged. This makes it difficult for us to do our work. While we have generally been liberal about allowing student staff access to our equipment you must ask permission in advance each time and do nothing to modify or reconfigure our programs. Do not download any program or game as this can adversely affect the performance and introduce viruses. Do not allow other students to use our equipment...not even roommates or significant others. Continuing problems will result in the loss of this privilege.
2. Use of vehicles: Our carts and van are for official use. Do not use them for any other reason. Make sure you log in any usage. Improper usage may result in you no longer being authorized to use the vehicles. If your job requires you to use the vehicle, then improper usage may result in termination. Only the director, associate director, or assistant director can give permission for other departments to use the carts. Please be conscious of the driving conditions and be aware that, while we consider routine maintenance in our budget, unanticipated repairs come off the top of our budget impacting funds intended for supplies, equipment, and staffing. If you are using one of the departmental vehicles you must use good common sense. Drive moderately and carefully.

Here are some guidelines that you should follow:

- Select your route carefully to avoid rough terrain and curbs.
- Do not drive off curbs.
- Do not drive at full throttle except on the central service drive and the main roads. You can and will be ticketed by the Police for unsafe operation of the vehicle.
- Do not drive on the most heavily used sidewalks if it can be avoided. Try to select routes that are less likely to bring you into contact with pedestrians. Remember that pedestrians have the right-of-way.
- Do not park directly in front of any building's entrance -- including the Commons.
- Do not park such that you are blocking a sidewalk -- this impacts on handicap access to the sidewalk. If the sidewalk is too narrow to simply park on the edge pull off onto the grass.
- Make sure carts are locked when you return.
- Refuel as necessary.
- Report any problems immediately.

3. Use of office supplies: Remember that office supplies are for office use. Take what you need to do your job, but do not waste. Do not take for personal use.
4. Access to office: Some student staff have keys to the office. We make these keys available so you can more effectively and conveniently do your job. These keys are a major responsibility. Please keep up with them, do not loan them to others, and do not admit unauthorized personnel to the office or to other spaces in the building your keys give you access to. Lost keys will result in a reissue fee.

C. Work Schedule

Work schedules are variable by position and will be established by the appropriate supervisor and/or the Director. Deviation from the schedule should be approved in advance.

D. Absenteeism, Tardiness, Substitutions

1. When it is necessary for you to be late or absent for work, please notify your immediate supervisor. If you cannot contact this person then call any member of the professional staff. In most cases you are responsible for finding an appropriate member of the staff to substitute for you.
2. If you are late or absent without taking the steps specified above, it is quite likely that our "customers" (most often your fellow students) and your co-workers will suffer.
3. Chronic absences and/or tardiness that affect the quality of our services may result in termination.

E. Alcohol and Drug Use

The University of West Florida is a "drug-free work place." Use of alcohol and/or illegal drugs on the job may result in termination.

D. Sexual Harassment

The University of West Florida is committed to providing a purposeful, open, just, disciplined, caring and celebratory work and school environment free from bias and harassment. Sexual harassment undermines the integrity of the employment-academic relationship and is a violation of state and federal laws and the rules and regulations of the University. Violation of the University's policy prohibiting sexual harassment may subject employees or students to appropriate disciplinary action up to and including dismissal or expulsion.

F. The Initiative Thing

The staff of the University Commons and Student Activities Office is its greatest strength. A strong commitment to quality service continues to be a departmental goal and one which is generally met. When performance fails to meet staff members' high standards, frustration and burnout can occur. While permanent staff members have over 75 years of collective experience, the largest proportion of the staff is composed of student employees. Training is a time consuming and continuous process. In order to maintain a consistently high level of service quality, all employees must exhibit concern for the quality of their own performance. This means each student staff member is expected to exhibit initiative -- by understanding the mission of the organization, being familiar with the scope of function of the department and being genuinely interested in helping the department succeed, student staff can act spontaneously to get things done.

E. Dress Code

The University Commons and Student Activities Office has historically maintained a liberal dress code. We ask that all employees use their best judgment regarding dress and grooming considering the clientele they are dealing with and the nature of their duties. Staff shirts and UWF logo shirts are encouraged. Employees should wear issued name tags when on duty.

F. Payroll Information

1. Pay periods are bi-weekly, Thursday through Wednesday with Pay Day on Friday of the following week. A monthly payroll calendar will be kept by the payroll supervisor. Time sheets must be completed in ink (correctly), signed, and properly dated (the last date of the payroll period), and returned to payroll supervisor not later than the end of the day on Monday. Time sheets hours must not conflict with scheduled classes or hours other departments are submitting. Corrections must be initialed by both the employee and the appropriate supervisor. Late time sheets may result in a missed pay period.
2. Payroll checks typically may be picked up by the employee after 11:00 am. You must sign the check log that you have received your check. Employees are eligible for direct deposit and are encouraged to use it. We will, upon request, mail checks at the end of the term when a self-addressed envelope is provided. Payroll checks must remain in a secure location at all times, therefore they will not be left unattended during office hours and will be locked in the departmental secretary's desk after hours and on weekends. Checks not picked up in a timely fashion may be returned to the payroll office for security purposes. Individuals working night and weekend shifts must make arrangements to pick up checks during office hours, establish direct deposit, or provide the office with a self-addressed envelope for mailing.

G. Evaluations

All student employees should be evaluated annually. Evaluations will be used to identify areas of particular strength and good performance as well as areas needing improvement. Continued employment, pay raises and/or advancement are based on satisfactory and/or improved performance in identified areas.

H. Training Expectations

Periodically employees will be asked to participate in training to enhance their job performance or their personal development. Participation in training is a high priority in this department.

I. Staff Meetings

Generally we will have one or two "all-department" meetings a semester (including fall training program). Sectional staff meetings will be held as needed. Staff meetings are "on the clock" and (except for class conflicts) we expect attendance.