(Insert dept. name) General Work & Service Expectations for Student Employees

*Employee Name: ­­­\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_*

(Date of implementation/revision)

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# 

# **Ethics & Internal Controls**

Conduct yourself according to the highest ethical standard, guarding against conflicts of interest and improper influences, or even the appearance of improper influences.

It is important that all OSU employees read and understand the key laws, rules, and policies that are intended to help ensure that we meet these core goals. These are:

The OSU policy at <http://oregonstate.edu/fa/manuals/pacs/104>.

The OSU information security policy that sets forth your responsibilities relating to the security of electronic information systems and confidentiality of data can be found at this link:

<http://oregonstate.edu/fa/manuals/is>

As a further resource, a more comprehensive listing of state laws and rules, as well as board and OSU policies that guide our operations can be found at: <http://fa.oregonstate.edu/administrative-policies-procedures-manuals>

and <http://oregonstate.edu/leadership/policies>

# **Acceptable Use of University Computing Resources**

You are expected to read and abide by the University’s policy on the Acceptable Use of University Computing Resources found at:

<http://oregonstate.edu/dept/budgets/genupol/gupaccep2.htm>

Your supervisor will show you where to store documents so that, in your absence, co-workers will be able to access these files. Documents should be stored in a network folder rather than on your local “C” drive.

# **Social Media**

Social media can be a fun and rewarding way to share your life and opinions with family, friends and co-workers around the world. However, use of social media also presents certain risks and carries with it certain responsibilities. To assist you in making responsible decisions about your use of social media, read and abide by OSU’s [Social Media Policy](http://main.oregonstate.edu/social-media-policy).

# **Acceptable Use of University Information**

You are expected to read and abide by the University’s Acceptable Use of University Information found at:

<http://fa.oregonstate.edu/gen-manual/acceptable-use-university-information>

# **Advancing Equity, Diversity & Social Justice**

OSU policy prohibits any act that either in form or operation, and whether intended or unintended, unreasonably differentiates among persons on the basis of a protected status. OSU, in compliance with state and federal laws and regulations, does not discriminate on the basis of age, color, disability, gender identity or expression, genetic information, marital status, national origin, race, religion, sex, sexual orientation, or veteran status in any of its policies, procedures, or practices.

OSU is committed to ensuring equality of opportunity in all that we do and in working together to create an organization that enables success for everyone with whom we interface. OSU recognizes that a diversity of people, perspectives, experiences, and thought is essential to a compelling research, scholarship, and learning environment.

OSU is committed to ensuring that the value of diversity is upheld in everything that we do for our students, families, employees, visitors, customers, the broader community, and all those individuals, groups, and organizations that help us to achieve our mission. Visit [Diversity](http://oregonstate.edu/oei/diversity) on the Office of Equity and Inclusion webpage.

OSU policy prohibits behavior based on another's protected status that is sufficiently severe or pervasive that it has the effect, intended or unintended, of unreasonably interfering with an individual's work or academic performance because it has created an intimidating, hostile, or offensive environment and would have such an effect on a reasonable person of that individual’s status.

# **Maintain Confidentiality**

Maintain confidentiality. Only discuss items with others who may have a need to know. Check with your supervisor if you are unsure who is allowed access to confidential information. Be conscious of your surroundings in conversations. Be cautious with your e-mail and other technology if you are distributing/storing confidential information.

Remember to use the confidential bin or shred paper documents with identifying information.

# **Drug and Alcohol Use**

OSU is committed to maintaining a workplace and educational environment free from the abuse of alcohol and the unlawful manufacture, use, dispensing, possession, or distribution of controlled substance. You are required to read and abide by the [Drug-Free Workplace](http://hr.oregonstate.edu/policies-procedures/employees/drug-free-workplace).

# **Smoking**

OSU is a smoke free campus since September 1, 2012. Read and abide by the [Smoke free OSU](http://hr.oregonstate.edu/manual/smoke-free-osu) policy.

# **Weapons**

You are required to read and abide in its entirety by OSU’s [Weapons and Destructive Devices](http://hr.oregonstate.edu/manual/weapons-and-destructive-devices) policy.

# **Telephone/Address Change**

Promptly report any change of address or telephone number to your supervisor and complete an [Employee Name Change](http://oregonstate.edu/admin/hristeam/NameChange.pdf) form.

# **Telephone Usage**

* To dial an outside number, dial 9 + area code + number for local calls;
* To dial a long distance number, dial 9 + 1 + area code + number + long distance code;
* To transfer a call to another extension, press “transfer” + number + “transfer”;
* To transfer a call direct to a person’s voicemail, press “transfer” + number + “transfer.”

# **Promote A Professional Image**

Each employee will be appropriately dressed and groomed. All clothing must be clean, in good repair, and appropriate for the university office environment (i.e., no sweat pants, Lycra tights, tube tops, backless tops or dresses, halter tops, shorts, tight-fitting clothing, or T-shirts with inappropriate messages).

Please feel free to wear jeans and school colors on Fridays.

If representing your department in an official capacity (i.e., as a presenter, in meetings, etc.), jeans are inappropriate.

Take pride in yourself and your work area from the parking lot to your own desk. Be an OSU ambassador inside and outside of work. Always project a positive image in dress, work space, and behavior.

# **Be Proactive**

Actively look for ways to continually improve service to customers and co-workers. Recommend changes and solutions to the management team.

Don’t be satisfied with “the way we’ve always done things.” Review your processes on a continuous basis for inefficiency and duplication of effort.

Develop written procedures for critical operations. These serve as a resource for current employees and a good training tool for new employees.

# **Teamwork**

Be openly supportive, approachable, and respectful of your co-workers. Provide positive and constructive comments when appropriate.

You are expected to build collaborative relationships with colleagues and customers; work with diverse teams, negotiate and manage conflicts, encourage and facilitate cooperation and work with others to achieve goals. How?

* Work cooperatively within your own unit/department and with other units/departments
* Listen and respond constructively to other team member’s ideas;
* Remain open and respectful with other team members about their concerns;
* Expresses disagreement constructively (e.g., by emphasizing points of agreement, suggesting alternatives that may be acceptable to the group, etc.);
* Recognize and support the skills and qualities of others;
* Willingly exchange appropriate and professional information with peers.

# **Work Schedule**

The standard operating hours for the (insert dept. name) are (insert hours of operation). Your work schedule is set in conjunction with your supervisor. Please ensure your department is appropriately staffed to provide quality customer service.

You are to manage and record your time and attendance responsibly and accurately. It is your responsibility to submit your timesheet to your supervisor by 5 pm on the 16th of the month.

Be at your workstation, ready to begin work, on time for your regular work schedule. If you are going to be more than 10 minutes late, call your supervisor and notify him/her when you will be arriving. If your supervisor does not answer, call another manager and leave a message for your supervisor with the manager that answers.

If you are unable to work, notify your supervisor as soon as possible. If she/he does not answer, call another manager and leave a message for your supervisor with the manager who answers.

Employees are to take a fifteen-minute break for every 4 hours worked. Additionally, employees are required to take a minimum 30 minute lunch /rest period during the middle of your shift (if the total shift is 6 hours or more).

Any modification to your schedule must be approved by your supervisor in advance.

# **Availability**

Keep co-workers informed of your schedule. Let them know if you are going to be out of the office or stepping away from your work area. Keep the in/out board and your Outlook calendar up-to-date.

Attend scheduled meetings as required. If unable to attend, notify your supervisor or another manager and ensure you get the information you missed.

Manage your work time wisely and appropriately.

Prioritize your work to ensure that you are using your time effectively. Seek assistance from your supervisor or manager in prioritizing your tasks, if necessary.

# **Pay and Payroll Information**

All employees are paid on the last working day of each month. Hourly employees (student, temporary, classified and unclassified) are paid based on actual hours worked for the period from the 16th of the prior month through the 15th of the current month. This is considered lag pay and is paid to the employee on the regular payday at the end of the month.

# **Wellness**

You matter, we care! Visit [Health and Wellness](http://hr.oregonstate.edu/lifebalance-osu/health-wellness).

# **Employment Verification**

For student or graduate student employees, verifiers should fax an employment verification request along with an employee signed release to 541-737-7771.

# **Office & Cubicle Etiquette**

The following are a set of shared expectations to create a positive office atmosphere.

All employees should remain courteous and respectful to one another and to our customers and colleagues, regardless of personal difficulty, disagreements, or differences in opinions.

Please use common sense, courtesy, and good manners when working or gathering within or around cubicles. Please refrain from visiting while you are at the mail slots and/or copy machines so that you don’t distract others in those areas who are trying to work. Be cognizant of your noise levels.

If meeting in cubicle areas, be aware that people in surrounding work spaces are trying to concentrate. If the meeting cannot be conducted at conversational volume levels, move the meeting to a conference room or space where the noise will not disrupt others.

Be aware that talking through or over cubicle walls and congregating outside someone’s cubicle or in the hallway is distracting to the entire work area.

Respect your co-worker’s concentration when entering their workspace.

Please communicate with your co-workers prior to taking things from their cubicles (i.e., staplers, invoices, etc.).

Use scented personal products in moderation, and avoid using when possible.

# **Kitchen Etiquette**

Kitchen etiquette and cleaning up are based on having respect for your co-workers.

Caring for the Kitchen

* Do not inconvenience your co-workers by leaving messes or trash.
* Do not take their food or other items, or move them out of the way, so you can store your own things in a desirable place, unless you are re-arranging the refrigerator for a potluck or birthday celebration.
* If you use the last of a 5-gallon bottled water, please install a new bottle or ask for help to do this in a safe manner.

Microwave

* Don't put food in the microwave and walk away. Wait for it to finish cooking and remove it immediately, so someone else can use the microwave.
* Cover the food you heat in the microwave
* Clean up the mess immediately if the food spilled or exploded, so others can use it as quickly as possible.

Refrigerator

* Don't put food with a strong odor into a shared refrigerator.
* Label your food containers, so that co-workers know what belongs to you.
* Do not leave perishable food in the refrigerator for more than two days or beyond the “use-by” date.
* If you empty an ice cube tray, please refill it with water from the dispenser.

Cleanup

* Clean up any mess you might make while cooking or eating, including microwave splatters and spills on the table or floor.
* Scrape leftover food into the trash, rather than down the drain.
* Wash your own dishes and dry them shortly after using them. Clean up the kitchen sink and counters when you are done. The dish drainer is not a long-term dish holder.
* Wash, dry and put away re-usable items that you use

# **Safety & Security**

Follow safe work practices by keeping your workstations, common areas, storage rooms, and other work spaces clear of hazards that may cause injury.

Keep offices locked to protect property, data, and other resources.

All staff members are responsible for correcting any unsafe condition or work practice unless the condition is beyond the individual’s ability to correct; in such cases you are to report the situation to your supervisor.

In the event of evacuation, follow the established evacuation plan.

<http://fa.oregonstate.edu/saf-manual/200-workplace-safety/204-building-evacuation-planning>

Report all accidents or near misses to your supervisor or another manager.

So that you understand OSU’s worker’s compensation process, please read the following link: <http://hr.oregonstate.edu/benefits/workers-compensation-resources>

Please ensure all your windows are shut, your fans and heaters are off, and the doors are locked when you leave your building. If you leave your computer turned on at night, ensure it is locked and the monitors powered off.

Please report non-emergency incidents to Public Safety at 541-737-3010

# **Reasonable Accommodation/Accessibility**

Visit [Accommodation](http://oregonstate.edu/oei/request-accommodation) and [Accessibility](http://oregonstate.edu/accessibility/) on the Office of Equity and Inclusion webpage for information and resources.

# **Office Supplies**

When you need supplies or equipment get approval from your supervisor and he/she will direct you in how to make the order.

# **Mail Service**

Mail addressed to individual/departments within the University, (i.e. interoffice mail), should indicate the addressee’s name, department, and building. All personal mail must be stamped at your expense. Visit Printing and Mailing Service for additional information.

# **Service Expectations**

(Insert dept. name) will provide a high level of service to our customers (students, faculty, staff, co-workers, and outside vendors and contacts). Serving customers extends to all personnel. If you are not serving a customer face-to-face or on the phone, you may be serving an employee who is serving a customer. A strong service ethic, grounded in effective processes, will be important to make this happen.

When you respond to a customer take care to copy all who were addressed in the original email. If you direct your response only to the customer, another employee, who was copied on the original email, may also respond creating confusion for the customer and displaying misalignment within the business center.

Be familiar with university policies and procedures. Ensure university assets are used for university business.

# **First Impressions**

Customers typically contact us in one of five ways: in person, on the phone, by e-mail, on the web, or in hard copy. In each of these, a first impression is made. The first impression and overall experience a customer has when interacting with you fundamentally comes down to your ability to demonstrate that “you care.”

In Person & By Phone Suggestions/Best Practices:

* + Smile!
  + Make eye contact (if in person).
  + Identify yourself.
  + Ask how you can help or be of service.
  + Identify customer’s needs by asking open-ended questions (who, what, when, where, why, and how). Restate the question/problem to clarify.
  + Show respect to others by always giving the customer the benefit of the doubt. Judge favorably first. Empathize. Do not blame.
  + Act with confidence.
  + Know your job well.
  + Offer alternatives and solutions – not problems. Do not fake it – find out. Always say “I can” instead of “I can’t”.
  + Communicate effectively by speaking clearly and directly. Avoid using jargon, slang and incorrect or unprofessional language. Maintain composure under adverse situations.
  + Be accountable by taking full responsibility for any customer request – and then taking action. Explain what you will do. Manage customer expectations. Be accurate, follow through, and follow-up with information promised within the time frame stated. If you are working on an ongoing problem, provide regular status reports to show that you are “on top” of things and that the problem has not “fallen through the cracks.”
  + Refer to the customer by name.
  + Be courteous. Excuse yourself if it is necessary to leave a customer temporarily, whether on the phone or in person, always keeping the customer informed. Never leave a customer alone or on hold for longer than one minute. If necessary, have the customer take a seat or offer to phone them back while you investigate.
  + Always attempt to exceed customers’ expectations.
  + If you cannot meet their needs, direct them to someone who can. Verify this before redirecting the person. Reiterate what the next steps are and who is responsible for each step.
  + If necessary, provide your business card or a direct extension where the customer can reach you if additional service is required.
  + End each encounter with the customer by thanking them and asking “Is there anything else I can help you with?”

By Phone Suggestions/Best Practices:

* + Answer the phone within three rings.
  + Answer external calls with “(Insert department name). This is (insert name). How may I help you?”
  + Create a Personal Voicemail Greeting
    - Standard Voicemail Greeting: “Hello, you’ve reached the voicemail of (insert name) at (insert dept. name). I’m sorry that I am unable to take your call. Please leave your name, number and a brief message and I will return your call as soon as possible. Thank you for calling (insert dept. name).”
  + Create an Out-of-Office Voicemail Greeting
    - Change your voice mail when you will be out of the office for one day or longer.
    - Out-of-Office Voicemail Greeting: “Hello, you’ve reached the voice-mail of (insert name) at (insert dept. name). I’m sorry that I am unable to take your call. I am currently out of the office until (insert date) and will not (or will) be checking my voicemail messages. Please leave your name, number, and a brief message and I will return your call upon my return. If you require immediate assistance, you may call (name) at (number) during regular business hours and s/he will assist you. Thank you for calling the (insert dept. name).”
  + Putting Your Phone On Cover
    - Use cover when you will be away from your desk for thirty minutes or more or when you have customers in your office.
    - Remember to take your phone off cover when you are at your desk and available.
  + Placing Calls
    - When placing calls, be prepared and organized.
    - Identify yourself, state your purpose, and verify you have the right person.
    - Ask if you have called at a good time.
    - Get to the point.
    - Close pleasantly and hang up last.
  + Returning Calls
    - Return calls should be made the same day, unless agreed upon with the customer.
  + Placing Calls on Hold
    - Ask if your caller can hold.
    - Give a time frame of not more than one minute.
    - If the caller cannot hold, then ask if and when you can call them back.
    - If a caller can hold, pay attention to the time and check in. Ask if they would like to continue to hold.
    - Thank the caller for holding.
  + Transferring Calls
    - Explain why you need to transfer.
    - Ask the caller if they mind being transferred.
    - Tell them to where and to what number you are transferring them.
    - If the transferee is not there, ask the caller if they would like to leave a voice message.
    - Let the transferee know the nature of the call and then transfer the caller.
  + Leaving a Message
    - When it is necessary to leave a message, give your name, department, and your phone number first, followed by a message. Speak distinctly and clearly when recording your message or voice mail.
    - Do not leave confidential information on an electronic system.
  + Taking a Message
    - When taking a message, listen to the caller. Obtain their name and number, and then restate it for clarity.
  + Listening to Voicemails
    - Please listen to messages utilizing your phone headset or if listening on your computer, be respectful of others in the office.
    - <http://oregonstate.edu/helpdocs/network/using-your-telephone>
  + Personal Phone Calls
    - No personal long distance phone calls are to be made and charged to a university phone.
    - Personal phone calls on a university phone or your personal cell phone are acceptable if brief or done during your breaks and lunch.

By E-Mail Suggestions/Best Practices:

* + Build an automatic signature line including your name, title, e-mail, and phone number. Here is an example:

**Lori J. Wolcott** | **Human Resource Manager** | **Auxiliaries & Activities Business Center** | **Oregon State** **University** 110 Poling l | Corvallis, OR 97331-4203 | Direct: 541.737-5625 | Fax: 541.713-6708 | **Go Beavs!** [http://oregonstate.edu/fa/bc/(Insert dept. name)/](http://oregonstate.edu/fa/bc/aabc/)

* + Respond to e-mail ASAP, but generally within 24 to 72 hours.
  + Be complete by setting up your e-mails with enough background information to provide complete “pictures” of requests and responses when possible. This avoids one-liners that need clarification from the other person, resulting in back-and-forth e-mail correspondence.
  + Whenever possible, get up and talk to your coworkers. Sending an e-mail when the person is located next door or in the next cubicle can be better handled through face-to-face conversation.
  + As soon as you notice that you are going back and forth in an e-mail conversation, pick up the phone and call. Your conversation most likely requires a back-and-forth dialog where an active exchange is more productive than e-mail. One person can summarize the conversation in a follow up e-mail if it would be helpful to track what you each agreed to do.
  + E-Mail is discoverable. Keep e-mail professional and for business purposes. Getting upset and writing a “loaded” e-mail is not going to help resolve the issue. This is the time to meet with the person, preferably in-person, and have a respectful and thoughtful conversation to resolve the issue. Involve your supervisor if possible or if needed.
  + Create an Out-of-Office E-Mail Greeting
    - Change your e-mail autoreply message when you will be out of the office for one day or longer.
    - Out-of-Office E-Mail Greeting: “I am currently out of the office until (date). If you require immediate assistance, you may call or e-mail (name) at (phone number and email) during regular business hours for assistance.”

Website Suggestions/Best Practices:

Ensure our website is up-to-date and accurate.

Inform the website committee members if changes need to be made immediately.

Hard Copy Suggestions/Best Practices:

* + Correspond clearly. Ensure external and internal written correspondence is professional, error free, and accurate before mailing.
  + Respond to written correspondence ASAP, generally within 24 to 72 hours.
  + For sensitive/special mailings, ask someone else to proofread before mailing.

# **Responding to Customer Complaints or Diffusing a Hostile Customer**

There may be times where others feel that particular needs and wants are not being met. (Insert dept. name) needs to respond to complaints in a way that leads to resolution. This requires first accurately identifying and understanding the customer’s needs and expectations. Secondly, it requires joint problem solving to meet the desired outcome of the customer.

* Listen.
* Demonstrate you care.
* Empathize by placing yourself in their shoes.
* Educate the customer. Help them understand the regulation, law, policy, or procedure, if appropriate and applicable.
* Be calm and polite. Remain respectful.
* Use “I” statements. “You” statements often appear accusatory.
* Seek help, if necessary, by bringing in a coworker, supervisor, or manager.
* Provide information to follow up, if appropriate, such as your first name, direct phone number, and the times you can be reached.
* Jointly problem solve.
* Keep the (Insert dept. name) leadership team informed of all customer complaints.
* Do not take work-related or customer criticisms personally.

***I have read, understand, and agree to comply with the expectations, policies, and procedures as outlined in this (Insert dept. name) General Work and Service Expectations document for Student Employees.***

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

**Printed Name: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_**

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