

## Ellison Campus Center

### **Student Involvement & Activities Office Mission Statement**

Student Involvement and Activities enhances and unifies our diverse campus community by offering leadership development opportunities, social and educational programming to foster student growth. Through campus wide collaborations and the management of the Campus Center and programming spaces, we provide a variety of co-curricular activities that promote student engagement, self-awareness and citizenship.

### **Role of the University Union**

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

Association of University Unions - International, 1996

### **The Student Employee STAR Program**

The Student Employees of the Student Involvement & Activities office are part of all operations and the management of the Ellison Campus Center. Through the STAR program employees learn more about themselves as an individual and also gain a paycheck. Every student employee participates in this program and gains valuable tools that will help them in their future careers. The STAR program focuses on creating an environment that helps to educate students outside of the classroom.

- Student employees will learn to provide quality **service** to all guests of the Campus Center
- Employees will learn how to work successfully on a **team** by respecting and appreciating one another.
- **Autonomy** is an important part of the Campus Center. Participants are encouraged to act independently, to risk trying something new or different, or to go beyond the rules in order to satisfy customers.
- Employees are managed in a way that fosters dependable, reliable and trustworthy behavior that helps them become **responsible** members of our community.

#### **What to expect as an employee of this program**

You can expect to be given professional support from the Student Involvement & Activities office along with trainings each semester on a number of different topics. These topics will range from:

- Customer Service
- Building Policies
- Time Management
- Supervising Your Peers

- Evaluating Your Peers
- Giving Feedback
- Training and Testing

Assessments are completed after each semester for every student employee. These assessments are valuable to our program. They not only help evaluate the semester but also work towards helping each employee grow to their full potential.

## **Employee Recognition**

Every month an employee will be recognized for their outstanding work and going above and beyond the call of duty. Each recipient will exemplify the guidelines of the STAR program. Student employees will be nominated each month by either student employees, staff, faculty or professional staff. The STAR employee of the month is then chosen by the Student Involvement & Activities office.

## **Campus Center Professional Staff**

### *Rebecca Jimenez*- **Director**

Oversees all primary functions of the Student Involvement & Activities office. Mainly responsible for the overall operations of both Marsh Hall and the Ellison Campus Center. The Director supervises all areas of the office to continue to move us forward in meeting our mission and goals for the office.

### *Melissa Arroyo*- **Associate Director**

Advises student organizations and leadership initiatives from the Student Involvement & Activities office. Also, coordinates large scale programming regarding theme weeks/months from our office along with publicity.

### – **Program Advisor**

Advises the Program Council and Greek Council. The Program Advisor oversees all of Greek Life initiatives and coordinates the orientation navigator selection process and organizes the orientation navigator training program.

### *Helene Collins*- **Administrative Assistant II**

Directly handles student personnel and office management, and staff payroll. Also, supervises the Office Assistants for the Campus Center.

### *Alliane Hughes*- **Administrative Assistant II**

Directly handles office management for the Student Government Association office along with helping to advise student organizations. Primarily responsible for web page maintenance. Also, supervises the Public Relations Assistants.

### *Alyssa Laurenza*- **Graduate Retention Fellow**

### *Ashlee Talbot*- **Graduate Retention Fellow**

**Jamal Lawson- Graduate Assistant**

Our graduate assistant supervises specific student employee stations; operations assistants, building assistants/manager, and Information Desk. In this role he coordinates the monthly in-service trainings that we provide to our student employees and also oversees the student employee recognition STAR program.

**Campus Center Operations**

The Campus Center provides services to students, faculty, administrators, staff, alumni, and guests of the University. Listed below are some of the services offered within our facility.

- *Campus Center Programs & Services*
- *Career Services*
- *Women’s Center*
- *Commuter Lounge with computer stations*
- *Meeting Rooms*
- *The Log Newspaper*
- *Veterans Hall*
- *Center for Diversity and Cultural Enrichment*
- *Diversity and Multicultural Affairs*
- \* *Student Government Association*
- \* *Counseling & Health Services*
- \* *Study lounges*
- \* *Student Groups & Clubs offices*
- \* *Conference Rooms*
- \* *WMWM Radio Station*
- \* *Martin Luther King Room*
- \* *Student Advocacy*

**General Policies**

**Posters, Banners, & Printed Materials**

Student Involvement Office provides display areas for posters and other printed materials at designated areas throughout the four campuses. All printed materials must be stamped approved by the Student Involvement Office.

**Solicitation and Fund-Raising**

All Solicitation and Fund-Raising must be approved by the Student Involvement Office. Anyone fund-raising on campus must be sponsored by a campus organization.

**Vending Machine Refunds**

Any refunds needed for beverages and snack machines can be given in the Chartwells Office in the Commons Dining Hall.

**Chartwells**

Chartwells is Salem State University’s Food Service Provider. They provide catering, concession, and cash food sales on campus. If you need to contact Chartwells for an event on campus you may call (978) 542-6444. If you don’t reach someone listen to the entire message to get the kitchen’s phone number and someone there should be able to assist you.

**Emergency Procedures**

In an emergency, the safety and security of individuals in the Campus Center are our primary responsibility. Please regularly review and follow the emergency procedures that are located in the Standard Operating Procedures Manual in you area.

**Safety**

You are required to follow all safety precautions and to use necessary safety devices, (i.e. step stools, ladders, safety glasses, work gloves, etc) All accidents involving a student employee or guest, no

matter how small, must be reported to the Associate Director and logged in your duty log.

### **Smoking Policy**

On September 1, 2011, Salem State joined over 260 colleges and universities nationwide that have implemented a tobacco-free environment for their respective campuses. Smoking is not prohibited on the university campus.

### **Lost and Found**

The Lost and Found is located in the Student Involvement Office, Room 218. These items are recorded into the log located at the student employee's desk. Any item of value (i.e. wallet, telephone, IPOD, etc.) should be given to the Campus Center Office and/or to Campus Police.

## **Employment Process**

### **Job Announcements**

Applications are available during hiring times. They can be picked up and dropped off in the Student Involvement & Activities Office.

### **Employee Paperwork**

A student who has not previously worked on campus has to go to the Human Resources Office to complete the hiring paperwork. The student employee must present the following:

- Picture ID (Student I.D or Driver's License or passport)
- Birth Certificate or Social Security Card or passport

*The following is a list of some the papers you will be filling out:*

#### *W-4 Tax Forms*

Both federal and state tax forms must be completed. These forms serve to indicate deductions.

#### *I-9 Employment Eligibility Verification*

This form is used to verify citizenship or authorization by the Immigration and Naturalization Service to work in the United States.

#### *Direct Deposit Form*

You must sign-up for direct deposit for your payroll checks.

### **Orientation and Area Training**

Training is mandatory! It is expected that all employees will attend training unless excused by your immediate supervisor of the Student Involvement & Activities office. All portions of Orientation and Training are designed to provide you with information and techniques necessary to be successful at your job. You will be paid for training.

### **Terms & Conditions of Employment**

- Typically, students are employed for one semester
- Ongoing employment is contingent upon meeting general requirements currently listed in the handbook.

- Student employees can expect to receive one written evaluation and ongoing feedback per semester

## **Payroll**

### **Pay Period**

Each pay period spans two weeks, from Friday through Saturday of the second week. You will be paid on the second Friday of a pay period for the hours you worked in the previous pay period.

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### **Pay Check Distribution**

Student employees must have checks directly deposited into your own checking/savings accounts. This paperwork can be picked up in the Payroll Office. Until you have signed up for direct deposit, your check will be mailed to your address.

### **About Your Workday**

Each employee will have one main focus area from the list below. However, with training you may work in any of the other areas: Information Desk, Operations Assistant, or Building Manager.

### **Student Payroll Sign-In Procedures**

Every employee must sign in and out for every shift that they work. Sign-in sheets are located at the student employee desk in the Student Involvement & Activities Office. Every student employee must sign-in and out only for themselves. No other student employee can do this for them. If you do not fill in your shift on the sign-in sheet you may not get paid for that shift in your next pay check. Please take the time to be accurate about your hours at work and to fill in the time you worked.

\*\*We will also be using the new electronic system (SSTA)/This system is how you will get paid and it will be important for you to log in all your hours and submit in due time.

## Disciplinary Procedures

Here in the Student Involvement & Activities Office we want you to succeed. Our employees can expect:

- To be informed if you are not performing up to standard.
- To be informed any time you are provided a written evaluation.
- To be given timely information and follow-up.
- To see your personnel file at any time.
- To be granted a meeting with your direct supervisor.

### Violations Procedure

Each violation that constitutes as a verbal warning and/or written warning will be reviewed by a Student Involvement Administrator.

- 1st: the issue will be discussed with you.
- 2nd: the issue will be written up and placed in your personnel file.
- 3rd: your situation will be reviewed by the Associate Director and/or direct supervisor.

*Note: All unapproved or last-minute missed shifts or meetings result in an instant write-up.*

### Examples of Valid Reasons for Intent to Terminate

- Giving away free services or cash without authorization
- Theft of any kind
- Consuming alcohol while on duty or coming to work intoxicated
- Being under the influence of nonprescription drugs
- Repeated incidents after review
- Logging in/not working; i.e., going to class; etc.

## Employment Policies and Practices

### Personnel Files

A file is established for each employee upon hiring. Each file includes:

- *Application*
- *Current address and phone number (permanent and local)*
- Performance Evaluations
- Recognition(s)
- Attendance information
- Any written communication regarding employment and performance
- You will be notified of any additions to your file

### Work Schedules

Employees will assist in coordinating area schedules. Once schedules are confirmed, you will be held accountable for covering your shift. Schedules can be viewed on SubItUp. All changes to schedule must be made through SubItUp and get supervisor approval.

## Hours

You may not work more than 7.5 hours in any one period without taking a thirty-minute break. You need to punch out and punch back in when you come back from break.

If you work over 4 hours in any one period you can take a 15-minute break.

You are not allowed to work over 37.5 hours for any two-week pay period, excluding break periods. If you are at risk of going over 37.5 hours see the Administrative Assistant of the Student Involvement & Activities Office.

## Illness/Personal Emergencies

If you are unable to cover a shift due to an illness or personal emergency, we ask that you arrange to have a substitute cover for you. Each student employee has been given a student employee contact list for their area. You must PERSONALLY telephone and speak DIRECTLY to a professional staff member of the Student Involvement & Activities Office as soon as possible, but no later than one hour before your scheduled shift to inform them of your illness:

Director:	Phone Number: (978) 542-6436
Associate Director:	Phone Number: (978) 542-2806
Administrative Assistant	Phone Number: (978) 542-6438
SGA Administrative Assistant	Phone Number: (978) 542-6079
Program Advisor:	Phone Number: (978) 542-6439

*The expectation is that you will call your fellow employees to find coverage before you contact a professional staff member that you will not be able to come in.*

## Substitutions

Substitutions are only allowed from the trained staff in YOUR area, unless approved by your supervisor. You will be given a telephone list of fellow employees you may call. Plan ahead! Uncovered shifts do not serve our mission. Unexplained, uncovered shifts will constitute a missed shift and a missed shift form will be added to your file. To find coverage for a shift, go through SubItUp and select the swap/drop shifts function next to the shift that needs coverage.

## Attendance

Attendance will be kept by the Administrative Assistant of the Student Involvement & Activities Office. Perfect and good attendance will be acknowledged. Excessive absenteeism or tardiness may lead to dismissal.

## Area Meetings

Student Involvement employees may be required to attend weekly/monthly/ or semester meetings. This is decided by your direct supervisor. Each meeting allows you the opportunity to stay informed and contribute to improving the service area in which you work. Attendance at these meetings is mandatory! If you must miss a meeting you must discuss your absence with your supervisor. Missing an area meeting constitutes a missed shift and will be documented in your file. Urgent situations may necessitate emergency meetings.

## **Eating While On Duty**

We ask that you confine food to the cafeteria. If it is a light snack or drink you may have it while you are on duty. Building Assistants in the evening may get dinner in the cafeteria and bring it back to the Student Involvement & Activities Office. Should a student employee spill one's food or drink and damage the computer that person will be held liable for the damage.

## **Studying While On Duty**

Please study at home, the library, or your Residence Hall. If it is quiet and there is no one in your work area then you may do your homework. But if there is work to do you are expected to do it. Do not plan on having the time to study. You never know when there might be a sudden change in a set-up.

## **Personal Calls and Visitors While On Duty**

In order to provide quality and efficient service, Student Involvement & Activities phones are to be used for business only. Under NO circumstances should you have anyone other than yourself behind the Information Desk or in the Student Involvement & Activities Office during your shift. Please restrain yourself from using your cell phones or texting during your shifts. If it is necessary to make a personal call, leave your area and please inform your area supervisor.

## **Computer Use**

Computer use is allowed during your shift once your work is completed.  
Do not leave any personal files on the computers.  
Do NOT download any programs on the student computer or on the iPad.

## **Name Tags**

You are supplied with a nametag for your area. If you work in multiple areas, you will have one for each position! Please wear the right nametag for the job. You **MUST** wear it whenever you are on duty.

## **Dress Guidelines**

First impressions count! We ask that you observe the following standards:

- Clean and unwrinkled clothing.
- Garments should be free of tears, holes or scissor modifications.
- Appropriate footwear must be worn at all times.

*\* It is important that you speak with your direct supervisor to find out what the specific dress code is for your area.*

## **Phone Etiquette**



All Student Involvement & Activities telephone calls should be answered: "Hello this is the Student Involvement & Activities Office/Information Desk. May I help you?"

- *Please note: You should be the only person using the telephone at the Information Desk unless it is an emergency.*

## **Providing Quality Service**

Providing quality service to the patrons is our TOP priority. Your position is extremely important in maintaining our commitment to quality service.

Here are some ways in which you can contribute to quality service:

- Welcome everyone with a smile.
- Be knowledgeable about your job, your service area, and our facilities.
- Never say "I don't know." Try and find out the answer!
- Treat each customer exactly the way you want to be treated.
- Be a problem-solver for the customer.
- Take pride in what you do.
- Offer ideas, solutions and suggestions for improving customer service.

## **Leaving Employment**

Should you decide to leave your position during the semester, we expect that you will provide your supervisor with a minimum of seven (7) days WRITTEN notice so that plans can be made for handling the work and obtaining a replacement.

## **Exit Interview**

Prior to departure we ask that you assist us by participating in an exit interview with your supervisor. This will help us to better serve employees in the future.

# **Conditions of Employment**

## **Performance Evaluations**

Evaluations are used to encourage employees to better their skills and to commend the areas in which they have excelled. Approaching the middle of every semester, your direct supervisor will hold a private meeting with you where your performance will be discussed along the following guidelines:

- Service
- Team
- Autonomy
- Responsibility

## **Exam Week**

Employment continues through final examinations. Scheduling will be subject to modification based upon personal exam schedules. However, all employees must work. All services will be operational during exam week. Scheduling will be determined by the immediate supervisor prior to exam week.

## **Inclement Weather**

If the building is open and the school has not been closed you are expected to work. If classes are cancelled and the school is closed then your direct supervisor will make the decision if you will need to come in to cover your scheduled shift. If school is delayed in the morning then you will not need to start your shift until 11:00am.

# **Posting and Advertising**

## **Posting Guidelines**

NO POSTING IS PERMITTED ON DOORS, WALLS, WINDOWS, RESTROOM STALLS OR ANY OTHER LOCATION EXCEPT DESIGNATED BULLETIN BOARDS OR BLACK EASELS.

All materials for posting throughout the entire University campus must be approved and stamped before posting and will be removed after the event or after 2 weeks. Materials should be brought to the Student Involvement Office for approval. Any information displayed without approval will be removed immediately.

Flyers may not be distributed by hand or placed on cars.

## **Banners**

Banners may be displayed in the lobby of the Campus Center, Commons Dining Hall, Central Campus Building 1, or South Campus, or the Harrington Building Cafeteria. Students wishing to display banners should go to the Student Involvement Office for approval. Any unauthorized banners will be removed.

- Banners may be hung for a one-week period. Banners for all events will be removed the day after conclusion of the event.
- No more than one banner per organization, department, or event will be hung in each location.
- The Student Involvement & Activities Office is not responsible for any lost or stolen banners.

## **Chalking**

Chalking on campus is permitted on any horizontal surface exposed to rain. Chalking inside buildings, undercover from rain or on walls is prohibited. Only water-soluble chalk is permitted. Any students wishing to "Chalk" must receive approval from the Student Involvement & Activities Office.

- Chalking is not permitted on the day of Commencement

- Profanity or explicitly sexual material is prohibited
- Material considered hostile or defaming to any group or individual because of race, ethnicity, religion or sexual orientation is prohibited.
- Chalking is not permitted on any indoor surfaces.
- No sealants of any kind can be used (including hairspray) to make the chalk last longer on any horizontal surfaces.

## **Maintenance Services**

During standard daytime work hours, call Facilities at HELP (ext. 4357). Facilities is open five days a week from 8:30am-4:30pm and should be your first contact. After 4:30pm, if the problem involves plumbing, air conditioning, heating, or electrical problems call Campus Police at x6511. They will be able to get in touch with the night custodians or the on call personnel. If it is a general facility concern there is a maintainer in the building from 3pm-10:00pm. Take the time to look for him in the building. Their office is located in the basement of the Campus Center.

As Building Managers are doing rounds and you notice lights out, keys not working, doors that aren't aligned, etc. please make a note of it in your On-Duty Log. Please be specific as to the location of the problem.

In every case, make sure to report problems and the action you took to the Associate Director of Student Involvement & Activities.

## **Emergency Procedures**

**In all emergency situations your primary concern is the safety and well-being of those people in the Campus Center. Concerns about the protection of property or whether you are inconveniencing people are secondary to this. In carrying out these procedures, keep this principle in mind. By doing so, you will be providing the best service possible, even if it is not appreciated at that time.**

**Remember that people are expecting you to be calm and provide leadership in emergency situations. These procedures are designed to assist you in providing clear instructions to guide you and others in many situations. But remember, emergencies do not always go by "the book". By following these procedures, and by always putting the safety and well-being of people first, you can provide the leadership needed in emergency situations.**

### **CALLING THE POLICE**

1. Whenever **Campus Police is called**, always:
  - A. Identify yourself: "This is (first and last name) from the Ellison Campus Center" and give your location.
  - B. Explain the nature of the problem and necessary details.
  - C. Stay on the phone - **do not hang up until they do!!**
2. **Robbery** should not be resisted. Meet any demands for money. Do not panic. Do not say or do anything to antagonize the thief. Try to make mental notes of the description of the thief and write this down as soon as possible. Observe the details! Immediately notify Campus Police, x6111.

3. **If there is a fight in process**, disorderly conduct, or if there are any suspicious persons in the building, do not hesitate to call Campus Police.
4. Once Campus Police is on site, **THEY ARE IN CHARGE**. Your role is to assist in any way and obtain whatever information is needed to report to your direct supervisor.
5. Be certain to obtain full details and disposition of persons involved in the incident.
6. Local or State Police should not be called unless you are certain Campus Police is totally incapacitated. Campus Police should always make that decision.

### **FIRST AID / AMBULANCE**

1. Never call the ambulance (North Shore Medical Services) directly unless there is undue delay through the Campus Police.
2. You are not expected to administer first aid or CPR unless you have been trained and certified by the Red Cross. In any case, if first aid is required for an emergency medical situation, call Campus Police at x6111. Public Safety has Emergency Medical Technicians (EMT) and a medical emergency vehicle. Obtain a report on the status of any injured persons who are sent to health services or the hospital. Be sure to include the names and addresses of injured persons. This information is critical for follow-up forms.
3. Make a complete report to the Director of the Student Involvement & Activities Office.

### **BUILDING, UTILITY, OR ELEVATOR PROBLEMS**

1. Even though this may not be a full-fledged emergency, this problem does require immediate attention. If you have any problems with roof leaks, flooding, gas odor, plumbing or electrical failures, or a stuck elevator please contact an administrator in the Student Involvement & Activities Office. If there is no administrator available, you can notify Campus Police at x6511.
2. After you have reported this problem and it has been fixed, you must note it in the on-duty log.

### **HAZARDOUS SUBSTANCE OR BIOHAZARD SPILL**

1. It is very important that when you come into contact with unknown or hazardous chemicals that you do not touch or remove these substances.
2. These hazardous substances range from powder spills, cleaning products, and chemical solvents. These also include bodily fluids such as blood, vomit, or urine.
3. As a student employee of Student Involvement, DO NOT clean up the spill yourself. Clean up should only be handled by authorized personnel.
4. When you first notice this substance you should make sure the area is secured (lock the room when possible, restrict access to the area, etc.) until the area is cleaned and Campus Police and/or personnel conducting the clean up authorize re-opening. You also must post a notice stating that this area has been closed until further notice.
5. Once the area is secure, inform an administrator in the Student Involvement & Activities Office. If no administrator is available, notify Campus Police at x6111.

## **NATURAL DISASTER**

1. In the event of a tornado warning (indicating a tornado is in the immediate area), the Building Manager, Information Desk Receptionist, or Operations Assistant personnel should help maintain calmness within the Campus Center. They should help guide occupants of the Campus Center to the lower level (basement). All occupants should remain in that area until the “all-clear” signal is given.

## **IN CASE OF A FIRE**

If a fire alarm does go off it is important that you do not panic. Head directly to an exit door and evacuate the building. As you are heading to the exit door please remind people that they must evacuate the building.

## **Reporting**

At the end of each shift, the Building Manager is expected to communicate the events that have transpired in the On-Duty Log. The report should include the following:

- What the normal events of the day included.
- The approximate attendance at any Group and Club event.
- How the event went in your opinion.
- Any concerns of the sponsor(s).
- The approximate number of people in the building at designated times.
- Any problems or positive notes about other employees.
- General problems or concerns.
- Any messages you need to leave for the next shift.
- A complete report of any situation involving Campus Police or other student employees of the Campus Center. Report must include all participant names.
- Anything else the staff would need to know in order to be able to respond to questions from other University official or to be able to support getting a situation handled the next morning.
- Indicate who you are leaving memos for or any other actions you are taking.

As a Building Manager, if you have any concerns during your shift do not hesitate to contact the Director of the Student Involvement & Activities Office or any other professional staff member.

## **VIP - VERY, VERY IMPORTANT EVENTS CONFERENCES, CONVENTIONS, AND SPECIAL EVENTS**

***(REMEMBER - ALL EVENTS ARE VVIP EVENT SO USE THIS LEVEL OF ATTENTION AT ALL EVENTS AND YOU CAN NEVER GO WRONG.)***

1. Look your best; you are representing the Student Involvement & Activities Office at its best.
2. Be prepared to “troubleshoot” in response to last-minute, unexpected details.
3. Check rooms before patrons get there. PAY ATTENTION TO DETAILS!!
  - rooms should be spotless: this means
    - vacuumed, no cobwebs, no tape on walls, all furniture clean; no wobbly chairs or tables
  - all lights should be working
  - chairs and tables arranged neatly
  - no trash on windowsills or in corners
4. Check to see if a sound system is needed.
5. Check all restrooms and lobby area for litter. Have Facilities do any last-minute cleaning if necessary. This last-minute work should be complete AT LEAST 45 minutes before the event is scheduled.
6. When the event representative arrives, introduce yourself. Be polite and as accommodating as possible within your jurisdiction. Attempt to obtain as much information as possible for yourself (names of key people, a program, times events begin, time for changes or use of equipment).
7. In most cases the event representative will want or need to make last minute changes to the set-up. Do what you can to accommodate their request. Your job is to do what you can to assist them. If you have questions as to what you can do please contact a Student Involvement professional staff member.
8. Assist with having signs or directory boards placed: easels may be needed. Easels are stored in Room 214 of the Campus Center.

### **Hours of Operation**

The Campus Center is open Monday thru Friday from 6:30am-10:00pm. On most Sundays, there will be events in the building. The Building Manager will open the building at 5pm and close it afterwards. When an event is scheduled on the weekend a Building Manager will need to cover the hours of this event. This will be decided in the Building Manager meetings or on the scheduler software program (SubltUp)

The Commuter Lounge is open during the time of regular business hours (6:30am-10:00pm).

***\*\* Please note that all expectations set forth for the Campus Center are expected to also be maintained in the Marsh Hall Conference Facility. \*\****

## **Building Assistant Procedures**

The Building Assistant plays an important role in how students, faculty, staff, and visitors view the Campus Center, Marsh Hall Conference Area, and our University. It is important for the Building Assistant to provide friendly, courteous service. Building Assistants should know the schedule of activities and operations within the Campus Center and Marsh Hall Conference Area. They also should be familiar with the physical layout of the buildings and the rest of the campus so that they may direct individuals to their desired destinations. The Building Assistant should be ready to troubleshoot and manage any conflict, problem, or concern.

*Specific duties are as follows:*

### **Monitoring Building**

Building Assistants are required to make frequent rounds of the Ellison Campus Center/Marsh Hall Conference Area during each shift. During these rounds you should be looking for the following things:

- ◆ Any disturbances that would interrupt normal building operations.
- ◆ Light fixtures that may need to be repaired.
- ◆ Vandalism to any furniture, walls, paintings, etc.
- ◆ Temperature controls set correctly.
- ◆ Resetting each lounge and meeting room to proper set-up.

### **Closing of the Campus Center/Marsh Hall Conference Area**

The Building Assistant is responsible for the closing of the Campus Center/Marsh Hall Conference Area. When doing this it is very important that you follow the closing checklist.

### **Conference and Events Set-Ups**

It is the responsibility of the Building Assistant to help the Operations Assistants with any set-ups that need to be done within the Campus Center/Marsh Hall Conference Area. These set-ups and any large event that needs a lot of attention will be discussed during the weekly meeting.

### **Cleaning**

During a shift, each Building Assistant should be thoroughly checking the cleaning of the Campus Center/Marsh Hall Conference Area. Each room and hallway should be checked for trash and anything out of the ordinary. It is also important that the set-up of each lounge is checked and reset if necessary.

### **Campus Center/ Marsh Hall Conference Area Schedule**

On every shift it is important that each Building Assistant review the daily events. Please note in the Building Assistant Log if you have completed a set-up or if information needs to be added to

a set-up. Also, before every event it is important that you introduce yourself to the client using our facilities. Find out whether the room is set up correctly and whether the group needs anything else. Please note, in your log, any additions or changes to the room and also that you had greeted the client.

## ***Service***

Give prompt and courteous service to all who need information. Greet visitors with a smile and direct them appropriately.

## ***Emergencies***

In case of an emergency, follow the emergency protocol. In brief, you should **call Campus Police at extension 6111**. For other non-emergency public safety calls, use extension 6511. Also alert the professional staff if available.

## ***Keys***

The Building Assistant will carry a set of keys at all times. These keys are locked in the safe located in the Campus Center closet in Room 216.

## ***Lost and Found***

Any items found in the Campus Center/Marsh Hall Conference Area should be brought to the Campus Center Office, Room 218. If it is something of value, please bring the item to Campus Police, for example money, a cellular phone, or jewelry.



## Position Description

**Position Title:** Building Manager

**Job Objective:** The Building Manager is responsible for providing organization and leadership in coordinating the operation of the Campus Center/Marsh Hall Conference Area. Assist in coordinating building services and activities as part of a comprehensive program offered through the Campus Center/Marsh Hall Conference Area. This person will also be responsible for attending meetings with the Associate Director and Administrative Assistant weekly to organize the weekly task lists for the building managers and operation assistants. He/She will also coordinate extra hours coverage of both facilities and training for new employees in the above areas.

### **Learning Outcomes via Core Duties:**

#### ***Service***

1. Be aware of the daily events that are occurring on in the Ellison Campus Center and the Marsh Hall Conference Area.
2. Be able to assist all guests of the campus with any information that will direct them to their desired location on campus.
3. Be visible and interact professionally with all guests of the Ellison Campus Center.
4. Coordinate the response to operational and personal emergencies

#### ***Teamwork***

1. Communicate regularly with professional staff of Student Involvement & Activities and other building managers and building supervisor.
2. Represent the Student Involvement & Activities Office when checking in on events and meetings located in our facilities.
3. Assist Operation Assistants with any set-ups and break downs of any equipment and furniture that is needed for an event either that day or for the following day.
4. Attend all scheduled meetings, training sessions, and assist in shift substitutions.
5. Attend weekly meetings with the Associate Director and the Administrative Assistant to discuss facility needs.

#### ***Autonomy***

1. Manage and secure both the Ellison Campus Center and Marsh Hall Conference Area according to the policies and procedures that are established.
2. Take initiative on tasks that needed to be completed within the facility or that come up unexpected.
3. Responsible for all closing procedures of both facilities as directed in the policies and procedures
4. Handle and problem solve issues as they arise during your shift as needed and consult with the Associate Director if it is necessary

#### ***Responsibility***

1. Review all clearance forms and any other reports that will help you assess times those rooms will need to be opened for meetings and/or events.

2. Break down and return any technical equipment in any meeting room or lounge once the room has been vacated and you are certain that it is not needed for an upcoming meeting/event. This includes returning all equipment correctly to appropriate closets and storage locations.
3. Complete a shift report during every shift in its entirety. It is important that dates and shift times are included. Also include an incident report if an out of the ordinary situation occurs during your shift.
4. Organize weekend and after hours coverage of both facilities
5. Organize the weekly task lists for the Building Assistants and Operation Assistants.

Ideal Strengths include: Achiever, Analytical, Arranger, Command, Communication, Connectedness, Developer, Focus, Input, Positivity, Restorative, Strategic, Futuristic, Includer, Individualization

## Position Description

**Position Title:** Building Assistant

**Job Objective:** The Building Assistant is responsible for providing organization and leadership in coordinating the operation of the Campus Center/Marsh Hall Conference Area. Assist in coordinating building services and activities as part of a comprehensive program offered through the Campus Center/Marsh Hall Conference Area.

### **Learning Outcomes via Core Duties:**

#### ***Service***

1. Be aware of the daily events that are occurring on in the Ellison Campus Center and the Marsh Hall Conference Area.
2. Be able to assist all guests of the campus with any information that will direct them to their desired location on campus.
3. Be visible and interact professionally with all guests of the Ellison Campus Center.
4. Coordinate the response to operational and personal emergencies

#### ***Teamwork***

1. Communicate regularly with professional staff of Student Involvement & Activities and other Building Assistants and Building Manager.
2. Represent the Student Involvement & Activities Office when checking in on events and meetings located in our facilities.
3. Assist Operation Assistants with any set-ups and break down of any equipment and furniture that is needed for an event either that day or for the following day.
4. Attend all scheduled meetings, training sessions, and assist in shift substitutions.

#### ***Autonomy***

1. Manage and secure both the Ellison Campus Center and Marsh Hall Conference Area according the policies and procedures that are established.
2. Take initiative on tasks that needed to be completed within the facility or that come up unexpected.
3. Responsible for all closing procedures of both facilities as directed in the policies and procedures
4. Handle and problem solve issues as they arise during your shift as needed and consult with the Associate Director if it is necessary

#### ***Responsibility***

1. Review all clearance forms and any other reports that will help you assess times those rooms will need to be opened for meetings and/or events.
2. Break down and return any technical equipment in any meeting room or lounge once the room has been vacated and you are certain that it is not needed for an upcoming meeting/event. This includes returning all equipment correctly to appropriate closets and storage locations.
3. Complete a shift report during every shift in its entirety. It is important that dates and shift times are included. Also include an incident report if an out of the ordinary situation occurs during your shift.

Ideal Strengths include: Achiever, Analytical, Arranger, Command, Communication, Connectedness, Developer, Focus, Input, Positivity, Restorative, Strategic

## **Building Assistant/Manager Operational Procedures**

### *Start of Shift:*

1. Arrive 5-10 minutes before your shift in order to get relevant information
2. Get Building Assistant keys from the safe in the closet, Room 216
3. Sign In, Student Involvement & Activities, Room 218
4. Look at the bulletin board for the daily reminder sheet and clearance forms to see what set-ups need to be completed in the building during your shift
5. Check in with a Student Involvement & Activities personnel for any updates for the building during the evening
6. Look at the calendar for the evening and check to make sure all set-ups were done correctly for the evening events
7. Check in with any group using space in the building, during your shift, to make sure the set-up was done correctly and that they have all the equipment they requested. If they need a sound system, microphone, or LCD projector take the time to make sure everything is on and working correctly
8. Make sure you do a round once you come on your shift to see that all lounge furniture is organized and that there is no equipment blocking doors in the stairwells

### *During Your Shift:*

1. Complete all set-ups scheduled during your shift
2. Put away all audio/visual equipment that is not being used at the end of an event. If you are doing a set-up for the following day that needs this equipment for the morning make sure that all doors are locked to this room.
3. Complete all rounds during your shift. Note: attendance for events during your rounds and any building concerns
4. Check lobby and commuter lounge set-up to make sure all furniture is put back to where it should be before you close

### *End of Shift:*

1. Complete a final round and note in the afterhours log anyone that needs to stay in the building after hours. Also note any set-ups that were incomplete and need attention first thing in the morning
2. Make sure to lock room doors, turn off lights, check to make sure everyone is out of the building by closing
3. Hang all event sheets for the next day outside of all meeting spaces including Marsh Hall, at the Information Center in the Central Campus Classroom Building, and at the Information Desk located in the lobby of the Ellison Campus Center.
4. Put Building Assistant keys back in the safe
5. Sign out, room 218

6. Check front doors to make sure they locked as you are leaving the building. If they haven't locked by 10pm leave a message for the Associate Director (x.6436) and call Public Safety (x. 6511)

## Position Description

**Position Title:** Operations Assistant

**Job Objective:** The Operations Assistant is responsible for providing customers with the set-ups that they request for the meeting space that they are using during the day.

### **Learning Outcomes via Core Duties:**

#### ***Service***

1. Be visible and helpful to all guests of the Campus Center that are using the facilities for events and meetings.
2. Provide support with any technical needs throughout your shift that guests may have for any spaces in the two facilities.
3. Provide the best customer service on behalf of the Student Involvement & Activities office when interacting with all guests of the two facilities.

#### ***Teamwork***

1. Communicate regularly with the professional staff of Student Involvement & Activities with any concerns regarding set-ups and the facility.
2. Assist with any additional needs within the Student Involvement & Activities when all job requirements are complete.
3. Attend all scheduled meetings, training sessions, and assist in shift substitutions.

#### ***Autonomy***

1. Take initiative on tasks that need to be completed including checking on closet inventory, storage spaces, and cleanliness of the facilities.
2. Problem-solve any issues that come up with any room set-ups and audio visual needs. Consult with the professional staff when necessary.
3. Be proactive and professional when interacting with all guests.

#### ***Responsibility***

1. Review and complete all clearance forms that are scheduled during assigned shift. Follow the clearance forms to set up the room. At the end of the event help put the room back to its standard set-up.
2. Manage inventory of all furniture, audio equipment, and projectors throughout the Campus Center/Marsh Hall Conference Area and storage areas/closets.
3. Break down and return to storage any technical equipment in any meeting room or lounge once the room has been vacated and you are certain that it is not needed for an upcoming meeting/event.

Ideal Strengths include: Achiever, Activator, Arranger, Communication, Deliberative, Focus, Responsibility, Strategic

## Operational Assistant Daily Procedures

### *Start of Shift:*

1. Sign In, Student Involvement & Activities Office, Room 218
2. Look at Bulletin Board in Room 218 to see what set-ups need to be completed during your shift
3. Use either your clipper card or keys from the Student Involvement & Activities office to open closets and room doors to get equipment
4. Complete all scheduled set-ups during your shift
5. If there is an event during your shift that is about to begin check-in with the group using the space to see if they had any set-up changes or audio/visual needs that were missed.
6. After all set-ups are completed, do a round of the building and organize lobby space furniture, clean furniture and pick- up trash
7. Do a round of the stairwells and make sure that there is no furniture stored in the space that would be blocking the stairwell doors
8. Check closets to make sure that they are organized and all equipment is returned to the correct closet
9. Check Campus Center bulletin boards for outdated flyers
10. Check-in with the Student Involvement personnel to see what else needs to be completed

### *End of Shift:*

1. Complete a log sheet in the Operations Assistant log book regarding what you completed during your shift
2. As a clearance form is completed, initial each piece of equipment you put out on the form. When completed, mark it with a D and hang it off the bottom of the bulletin board.
3. Inform the Student Involvement & Activities personnel of any incomplete set-ups or audio/visual needs that need to be added
4. Sign out, Student Involvement & Activities Office Room 218

## **Operation's Assistant Procedures**

The Operations Assistant plays an important role in how students, employees, and visitors view our Campus Center/Marsh Hall Conference Area and our University. It is imperative for the Operations Assistant to provide friendly and courteous service. The Operations Assistant should be familiar with the physical layout of the Campus Center/Marsh Hall Conference Area, different set-ups that can be done in a variety of rooms, as well as the inventory found in the different areas.

*Specific duties are as follows:*

### **Conference and Event Set-ups**

The Operations Assistant is responsible for all set-ups done throughout the entire Campus Center/Marsh Hall Conference Area. These set-ups will be assigned and expected to be done at least 1 hour before the event is to take place. The clearance form for each event will be found on the bulletin board in the Student Involvement & Activities office and will be designated to be completed either in the morning, afternoon, or evening.

### **Cleaning**

The maintenance of our equipment and furniture is managed by the Operations Assistant. An Operations Assistant will be expected to complete any weekly assigned cleaning that needs to be completed as well as regular cleaning of all storage areas.

### **Campus Center Inventory**

It is the responsibility of the Operations Assistant to know exactly what is in each storage area of the Campus Center/ Marsh Hall Conference Area. Each week the Operations Assistant will do a thorough check of all inventory of each closet and storage area and report any missing items to the Associate Director of the Student Involvement & Activities Office.

### **Dress Code**

Since much of the Operations Assistant's responsibilities include moving furniture and lifting of heavy items it is important that the operations assistant dress appropriately for work. The Operations Assistant should wear casual but appropriate attire. In order to avoid injuries during the performance of assigned tasks, you should not wear open-toe sandals or shoes with weak fabric during set-ups. Wear uniform (work shirt) given to you by your direct supervisor.

### **Service**

Give prompt and courteous service to all who need assistance or information.



## ***Attendance***

Attendance is extremely important for the Operations Assistant. Each Conference and Events' success depends on the Operations Assistant. If you must miss work due to an emergency you must inform the Associate Director of Student Involvement ahead of time. It is the student employee's responsibility to find a replacement for his or her shift.

## ***Emergencies***

In case of an emergency, follow the emergency protocol. In brief, you should **call Campus Police Services at extension 6111**. For other non-emergency police services calls, use extension **6511**. Also alert the professional staff if available.

## ***Overview Operations Assistant Responsibilities***

- ◆ Manage inventory of closets, storage areas and each Campus Center/Marsh Hall meeting space.
- ◆ Complete all clearance forms during assigned shift.
- ◆ Maintain cleanliness of all tables and chairs throughout the building
- ◆ Re-set the lounges

## **Information Desk/Game Room Attendant Procedures**

The Information Desk staff plays an important role in how students, faculty, staff, and visitors view the Ellison Campus Center and Salem State University. Information Desk employees should be aware of the Campus Center daily schedule, operations, and offices located within the Ellison Campus Center, so they are able to direct individuals to their desired destinations and answer questions as thoroughly as possible. The Information Desk staff should also be aware of the Campus Center Staff and fellow Campus Center student employees. The Information Desk staff shall serve as the game room attendant and will be responsible for supporting the day-to-day operation of the Campus Center building and Game Room, assisting guests with checking out equipment and games, managing Game Room events, answering general questions, and promoting a fun environment. All duties will be performed in a friendly, professional, and courteous manner at all times.

*Specific duties are as follows:*

### **Campus Center Schedule**

Campus Center Activities schedule will be displayed on the television screen in the Ellison Campus Center lobby. This schedule is there for convenience for visitors and is important for you to review before you begin your shift in order to be prepared for field questions.

### **Phone Etiquette**

All Campus Center telephone calls should be answered: "Hello this is the Ellison Campus Center (Information Desk). May I help you?"

- *Please note: You should be the only person using the telephone at the Information Desk unless it is an emergency.*

### **Providing Quality Service**

Providing quality service to the patrons is our TOP priority. Your position is extremely important in maintaining our commitment to quality service.

Here are some ways in which you can contribute to quality service:

- Welcome everyone with a smile.
- Be knowledgeable about your job, your service area, and our facilities.
- Never say "I don't know." Try and find out the answer!
- Treat each customer exactly the way you want to be treated.
- Be a problem-solver for the customer.
- Take pride in what you do.

- Offer ideas, solutions and suggestions for improving customer service.

## ***Information Desk Log***

The Information Desk Log is a vital asset to the functioning of the Information Desk. Each employee is to fill out the log for every shift and is responsible for being knowledgeable of all logs between last shift and present.

The Information Binder will be updated as often as possible and is filled with resources for Information Desk employees to use and be knowledgeable of.

## ***Service***

Give prompt and courteous service to all who need assistance or information.

## ***Lost & Found***

Any items found in the Campus Center should be brought to the Campus Center Office, Room 218. If it is something of value, please bring the item to Campus Police, for example money, a cellular phone, or jewelry.

## ***Emergencies***

In case of an emergency, follow the emergency protocol. In brief, you should **call Campus Police Services at extension 6111**. For other non-emergency police services calls, use extension 6511. Also alert the professional staff if available.

## ***Overview of Information Desk Responsibilities***

### **Information Desk:**

- ◆ Assist visitors (students, staff, faculty, or visitors) in any way possible
- ◆ Be familiar with daily events and activities within the Campus Center and, when possible, on campus
- ◆ Receive incoming calls, answer questions, transfer calls when appropriate (see FERPA)
- ◆ Organize desk and throw away outdated materials
- ◆ Maintain and overlook the Winfisky Art Gallery
- ◆ Update the bulletin board monthly.

### **Game Room:**

- ◆ Provide general Game Room information and policy to students, staff and guests
- ◆ Manage and resolve guest complaints, receive suggestions/recommendations
- ◆ Maintain a comprehensive knowledge of billiards, table tennis, board and card games, arcade games and console gaming
- ◆ Open and close the Game Room daily
- ◆ Coordinate and run game tournaments for students, staff and guests, oversee events held in the Game Room
- ◆ Check-out/in board and card games, billiard and table tennis equipment
- ◆ Maintain accurate daily log of equipment and game check-outs/ins

- ◆ Maintain accurate hourly guest counts
- ◆ Report game and equipment malfunctions, repair games and equipment as necessary
- ◆ Make recommendations for games, supplies and equipment purchases
- ◆ Maintain accurate inventory of games, supplies and equipment
- ◆ Attend all scheduled department meetings and trainings
- ◆ Uphold and enforce Campus Center policies and procedures

## Position Description

### **Position Title: Information Desk Assistant/Game Room Attendant**

**Job Objective:** The Information Desk is responsible for providing friendly and courteous service to students, faculty, staff, and visitors as well as promote events, programs, and the Campus Center. The Information Desk staff shall also serve as the game room attendant and will be responsible for supporting the day-to-day operation of the Campus Center building and Game Room, assisting guests with checking out equipment and games, managing Game Room events, answering general questions, and promoting a fun environment.

### **Duties:**

- ◆ Assist visitors (students, staff, faculty, or visitors) in any way possible
- ◆ Be familiar with the physical layout of the Ellison Campus Center and Salem State University campus
- ◆ Be familiar with daily events and activities within the Campus Center and when possible on campus
- ◆ Receive incoming calls, answer questions, transfer calls when appropriate (see FERPA)
- ◆ Enforce the policies of the Ellison Campus Center (located in *The Compass*)
- ◆ Organize desk and throw away outdated materials
- ◆ Fill out Information Desk log for every shift and read through logs to keep up with information provided by fellow employees since last shift
- ◆ Maintain and overlook the Winfisky Art Gallery
- ◆ Any and all assignments delegated by the Campus Center Staff
- ◆ Update the bulletin board monthly (on rotation).

### **Game Room:**

- ◆ Provide general Game Room information and policy to students, staff and guests
- ◆ Manage and resolve guest complaints, receive suggestions/recommendations
- ◆ Maintain a comprehensive knowledge of billiards, table tennis, board and card games, arcade games and console gaming
- ◆ Open and close the Game Room daily
- ◆ Coordinate and run game tournaments for students, staff and guests, oversee events held in the Game Room
- ◆ Check-out/in board and card games, billiard and table tennis equipment
- ◆ Maintain accurate daily log of equipment and game check-outs/ins
- ◆ Maintain accurate hourly guest counts
- ◆ Report game and equipment malfunctions, repair games and equipment as necessary
- ◆ Make recommendations for games, supplies and equipment purchases
- ◆ Maintain accurate inventory of games, supplies and equipment
- ◆ Attend all scheduled department meetings and trainings
- ◆ Uphold and enforce Campus Center policies and procedures

Ideal Strengths include: Achiever, Adaptability, Command, consistency, Discipline, Empathy, Focus, Harmony, Includer, Learner, Positivity, Relator, Responsibility

## **Information Desk Daily Operation Procedures**

### *Start of Shift*

1. Sign in, Room 218
2. Pick up:
  - a. Art Gallery Keys
  - b. Game Room Key Card
  - c. iPad (Room 218; don't forget to leave your ID with Helene)
  - d. Cash Box
  - e. Game Room Checkout Supplies
3. Unlock Game Room, turn on lights, and make sure furniture and equipment is in order. Complete Inventory Checklist. Leave door propped open.
4. Unlock Winfisky Art Gallery, turn lights on, take a look around and make sure everything is in order
5. Familiarize yourself with the Events Calendar on television screen in ECC lobby
6. Keep watch of Winfisky Art Gallery and take mental note of any visitors, entering and exiting
7. Organize Desk Area
8. Update Information Log every shift and read through all logs since last shift to keep up with Information Desk business. Make sure to log number of visitors for game room, gallery, and commuter lounge every hour.
9. Always look alert and available to assist.

### *End of Shift*

1. Wait for next shift to sign in, Room 218 (If there is no shift after you skip to number 4 and return keys to 218)
2. Hand keys off to next shift and sign out, Room 218 (return your iPad and reclaim your ID)
3. If next shift is late or a no show, inform Campus Center Staff Associate and note this in your log
4. Lock Information Desk
5. Clean and organize desk
6. Turn Winfisky Art Gallery lights off and lock gallery doors.
7. Turn Game Room lights off, television and other electron device off, reset furniture to normal. Complete Inventory Checklist. If items are damage, please log in report and notify supervisor. Once everything is in place, and all equipment accounted for, lock door.
8. Bring any lost and found items and iPad back to 218
9. Sign out Room 218

## Position Description

**Position Title:** Office Assistant

**Job Objective:** The Office Assistant will provide administrative office work to the Student Involvement & Activities staff and courteous service to students, faculty, staff and visitors.

### Learning Outcomes via Core Duties:

#### Service

- Be visible and interact professionally with students, faculty, staff and guests contacting the office.
- Provide assistance and cooperation to staff members and guests.

#### Teamwork

- Communicate regularly with coworkers and staff to provide up-to-date information.
- Attend training sessions, staff meetings, and support co-workers by substitution for shifts.
- Work with other student employees to keep the office clean and in good order.

#### Autonomy

- Take initiative on tasks to be completed.
- Answer the phone in a prompt and courteous manner and greet guests in the same fashion
- Problem-solve issues as needed and consult area supervisor when necessary.

#### Responsibility

- Arrive on time and prepared for one's shift.
- Review and stamp flyers for posting.
- Complete all assigned tasks by staff members.
- Prepare, type and edit documents, as requested
- Keep desk and working area clean and clutter free

#### Adaptability

- Demonstrate flexibility in providing assistance as needed for the good functioning of the area.

**Ideal Strengths Include:** Autonomy, Woo, Strategic, Responsibility, Learner, Self-Assurance, Communication, Adaptability, Teamwork

## Office Assistant Procedures

The following information will provide greater detail on *how* the duties outlined in the Position Description are to be performed.

### *Start of Shift*

1. Sign in, Room 218
2. Familiarize yourself with the day's activities (i.e events in the building for that day) by using the posted clearance forms or the reservation book
3. Check supply of paper in all machines (copy, fax, printers) – if needed, get paper from Rm 216
4. Determine if any specific work needs to be done

### *Please Remember:*

Be alert, mindful and courteous to people who come in the office  
If unsure of how to answer a question or request, please consult a staff member

### *End of Shift*

1. Leave your work area clean and organized. Do not leave cups, papers, wrappers, etc. behind you.
2. If you have been working on a project, please inform the staff for whom you were doing the work or the Administrative Assistant of the status of your work. Do not just leave documents behind or unfinished work without notifying someone.
3. Make sure that you do not leave any personal files on the computer.
4. When leaving your shift, provide useful information to the person working after you, if necessary.
5. Sign out.



## Position Description

**Position Title:** Public Relations Assistant

**Job Objective:** The Public Relations Assistant is responsible for posting all marketing materials from the Office of Student Activities & Involvement around Salem State University's North, Central, O'Keefe, and South Campuses.

### Learning Outcomes Via Core Duties:

#### **Service**

1. Keep flyers and table tents up-to-date for the student body.
2. Be aware of what boards/table tents look empty/too full. Create a clean and organized space on each board so that every flyer is easily readable.
3. Notify supervisor of any broken or impaired boards.
4. Interact with all guests of the Campus Center (and the campus in general) professionally.

#### **Teamwork**

1. Communicate regularly with professional staff of Student Involvement & Activities.
2. Represent the Student Involvement & Activities Office when publicizing or posting anything on campus.
3. Assist other members of the Public Relations/Social Media team with any additional work they may have.
4. Attend all scheduled meetings, training sessions, and assist in shift substitutions.
5. Check in with supervisor as well as the Director of Student Involvement and Activities on a weekly and monthly basis.

#### **Autonomy**

1. Independently assess each board/table tent to determine what information should be present.
2. Take initiative on tasks that needed to be completed or that come up unexpectedly, especially if a co-worker is going to be out that day/the next day.
3. Handle and problem solve issues as they arise during your shift as needed.

#### **Responsibility**

1. Check both the Student Involvement and Activities office as well as the SGA office to be sure you have retrieved all new flyers/posters/table tents to be put out that day.
2. Assess all boards assigned to you and determine how you are able to make them look cleaner, and more readable and accessible for students.

3. Work alongside the additional PR student employee to determine what parts of campus work best for you to post in that particular week.
4. Check in with your PR counterpart to be sure you have both covered the entire campus with all given materials by the end of the week.

Ideal Strengths include: Achiever, Adaptability, Arranger, Command, Communication, Deliberative, Discipline, Focus, Input, Learner, Maximizer, Responsibility, Restorative, Self-Assurance, Strategic.

**Duties:**

1. Retrieve all materials from the Campus Center, then post or place all materials in specified locations in a timely manner.
2. Inspect all bulletin boards/posting locations to ensure that the postings already hanging have been stamped by the Office of Student Involvement & Activities.
3. Post and remove table tents inserts throughout all dining locations throughout North, Central and South Campus.
4. Verify whether or not any unstamped materials need to be removed by calling the Student Involvement & Activities Administrative Assistant, Helene Collins, at 978-542-6438. Follow through as directed.
5. Maintain all bulletin boards/posting locations to ensure that only current postings are shown. It is also important that all bulletin boards/posting locations look as neat and readable as possible.
6. Obtain appropriate signatures for all residence life material drop-offs, and personally initial to verify the completion of all other postings.
7. Attend all scheduled meetings, training sessions, and scheduled shifts.
8. Perform other duties as assigned by the Office of Student Involvement & Activities.

## Public Relations Assistant Procedures

The Public Relations Assistant plays an important role in how students, employees, and visitors view our Campus Center and our University by ensuring presentable and up to date information on upcoming events. As a visible employee who will be walking the campus, it is imperative that the Public Relations Assistant provide friendly and courteous service to any constituency with whom they interact. The Public Relations Assistant should be familiar with the physical layout of all academic, residential and recreational spaces where postings will occur.

**The following information will provide greater detail on *how* the duties outlined in the Position Description are to be performed.**

### ***Posting Guidelines***

- The Public Relations Assistant is responsible for the posting of materials/placing of table tent inserts in all locations that have been indicated on the Placement Specification Sheet (PSS).
- Materials should be posted in a manner so as not to obstruct any other approved/current postings on the bulletin board/posting location.
- In the case of inclement weather, keep all materials free of wind/water damage by placing them in a covered transport while outside.

### ***Inspection & Maintenance Guidelines***

- Maintain six-sided table tents with appropriate inserted materials, according to the instruction of your supervisor, or other Campus Center staff.
- Ensure that all postings currently on the bulletin board/posting location are for events that have yet to happen. Remove any and all materials that advertise events that have already occurred.
- Try to maintain general neatness of the board. If there are overlapping postings, do your best to find space for all current, approved postings.
- If you see postings that you suspect may not have been approved (no stamp), please call Helene Collins, the Administrative Assistant of the Student Activities & Involvement Office to verify. This telephone number is 978-542-6438. You will be directed whether or not to remove the posting(s) in question. If you are directed to remove the posting(s), return the materials to your supervisor, so that she can make appropriate contact with the responsible party.

### ***Verification Sign-Off Guidelines***

- On the Posting Specification Sheet (PSS), there is space for a signature next to each possible posting location. For all non-residence life postings, simply initial in each box after you have completed the posting for the specified location.
- When dropping materials to a specific residence hall, ask the Front Desk Receptionist to sign the box, thereby indicating that they have received the postings, and understand how they are to be distributed.

- When dropping materials the Residence Life Office on Central Campus, ask the person receiving the materials to sign the box to indicate that they have received the postings, and understand how they are to be distributed.
- These sign offs will serve two basic purposes:
  - To detail where a specific posting has been completed, (in cases where you do not get to finish a given posting in all specified locations, and another employee must finish the job)
  - To hold all Public Relations Assistants accountable for the postings they are tasked with completing.

### ***Dress Code Guidelines***

Since many of the Public Relations Assistant's responsibilities include walking and activity, it is important that the Public Relations Assistant be dressed appropriately for work.

- The Public Relations Assistant should wear casual but appropriate attire that will allow for reaching and unrestricted movement.
- Please note that sometimes clothes may encounter messy situations with grease from standing posting boards or food from cafeteria tables and/or table tents. Therefore, you need not wear your "best clothing" but should also be dressed in a manner appropriate for interaction with the public.
- Wearing of the Campus Center Staff polo shirt is strongly encouraged, but not required. It is an easy way to make sure you are always dressed appropriately for work, without risking damage to your own personal clothing.

### ***Attendance Guidelines***

You are expected to attend every assigned shift, if you cannot work an assigned shift, it is your responsibility to make sure that it is covered by another student employee from the Student Involvement & Activities Office.

- Please find a replacement for your shift by using SubItUp **before** calling in to tell your supervisor that you will be unable to come in.
- If repeated instances of absence or tardiness occur, disciplinary action up to and including termination will result.
- Your attendance is expected at all training and in service days.

### ***Emergency Guidelines***

In the case of an emergency, follow the emergency protocol. In brief, you should **call Campus Police Services at extension 6111**. For other non-emergency police services calls, use extension 6511. Also alert professional staff if available.

## **Public Relations Assistant Daily Procedures**

### *Start of Shift:*

1. Sign In, Campus Center Room 102 (**Rm. 218 if supervisor is absent**)
2. Check in with supervisor, SGA Administrative Assistant, to find out what postings will happen during your scheduled shift.
3. Place materials in a covered transport if the weather forecast looks unfavorable.
4. Ask questions of your supervisor if you are unsure about any details outlined in the Posting Specification Sheet (PSS).

### *During Shift:*

1. Post/place all materials in the locations specified on the PSS.
2. Be sure that all locations show the appropriate signatures as postings occur.
3. Continue postings/placements until you finish all jobs or until your shift is nearing its end.
4. If you are still working when your shift is nearing its end (10-15 minutes ahead of time) come back to the Campus Center if you do not want to extend your shift.
  - a. If you are interested in extending your shift to complete the job, **call your supervisor at 978-542-6079 / 617-538-1612**. She will determine whether or not it is appropriate for you to finish the job based on upcoming scheduled coverage, and the amount of work you have left to complete.

### *End of Shift:*

1. Return to the Campus Center, Rm. 102. (**Rm. 218 if supervisor is absent**)
2. Return the PSS (with appropriate signatures) to your supervisor and detail any problems or issues that occurred during your shift.
3. Inform your supervisor of any incomplete postings that will need to be completed.
4. Sign out.

## **Social Media Assistant Procedures**

The social media assistant plays an important role in how students, faculty, staff, and visitors view the Student Involvement and Activities Office and Salem State University. It is important for the social media assistant to be aware of the Campus Center weekly programming so they are able to post event information on social media sites as thoroughly as possible. The social media assistant should also be aware of the Student Involvement and Activities Staff and fellow Student Involvement and Activities student employees.

*Specific duties are as follows:*

### **Expectations**

1. Employee's appearance must be neat and clean. ECC shirts are required while on duty and not be worn with sweatpants/gym shorts.
2. Employees are to keep their work area clean and organized.
3. Employees are expected to treat the campus community and their co-workers with mutual respect and courtesy.
4. Employees must arrive on time for their scheduled shifts. Continual tardiness will be addressed according to disciplinary procedures.
5. In case of illness the student employee is required to call other employees of their particular job station to find a substitute to cover their shifts. After shift coverage is arranged the supervisor must be contacted regarding the absence and substitution..

### **Qualities**

1. Communication, Marketing and other similar majors preferred.
2. Proficiency in Facebook and Twitter page development.
3. Good written and verbal communication skills; strong customer service orientation; ability to interact well with the diverse segments of the Salem State University community.
4. The successful candidate will be a mature, responsible, independent thinker, who demonstrates flexibility and good problem solving skills.

## Position Description

**Position Title:** Social Media Assistant

**Job Objective:** The social media assistant plays an important role in how students, faculty, staff, and visitors view the Student Involvement and Activities Office and Salem State University. It is important for the social media assistant to be aware of the Campus Center weekly programming so they are able to post event information on social media sites as thoroughly as possible. The social media assistant should also be aware of the Student Involvement and Activities Staff and fellow Student Involvement and Activities student employees.

### Learning Outcomes Via Core Duties:

#### *Service*

1. Be aware of events being advertised on campus, whether it be through physical flyers or social media.
2. Be able to provide followers and people of interest on social media with pertinent, timely information regarding events on campus and specifically events being put on by Student Involvement and Activities.
3. Answer any questions that may be asked through all social media avenues with politeness, respect, and accuracy.
4. Interact with all guests of the Campus Center professionally.

#### *Teamwork*

1. Communicate regularly with professional staff of Student Involvement & Activities.
2. Represent the Student Involvement & Activities Office when publicizing or posting anything on any and all social media outlets.
3. Assist other members of the Public Relations team with any additional work they may have.
4. Attend all scheduled meetings, training sessions, and assist in shift substitutions.
5. Work with supervisor as well as the Director of Student Involvement and Activities on a weekly and monthly basis to make decisions regarding what should/will be posted on social media in the future, as well as long-term goals to be achieved.

#### *Autonomy*

1. Independently create thoughtful and relative posts on social media as well as the blog that will engage students.
2. Take initiative on tasks that needed to be completed or that come up unexpectedly.
3. Answer any questions (that may be accurately answered) posed to our social media outlets.
4. Handle and problem solve issues as they arise during your shift as needed.

#### *Responsibility*

1. Assess our social media successes and failures in the past. Derive goals and plans to meet those goals based on those assessments.
2. Create weekly blog posts and daily social media posts based on a range of topics, including but not limited to: campus events, academic events, job openings, college-related topics, leadership, etc.
3. Assist in maintaining the University's SnapChat and Instagram accounts. Take relevant, appropriate pictures and videos that will entertain and engage our followers.
4. Create creative methods by which we will gain more followers to our social media/blog accounts. This could be by using advertisements, competitions, etc.

Ideal Strengths Include: Achiever, Activator, Analytical, Arranger, Communication, Connectedness, Context, Deliberate, Focus, Futuristic, Ideation, Input, Learner, Responsibility, Self-Assurance, Significance, Strategic, Woo.

**Duties:**

Start of Shift

1. Sign in, Room 218.
2. Pick up iPad and Binder (Room 218).
2. Get current week's flyers (office assistant desk).

During Shift

1. Make photo copies of the event flyers and put inside the binder.
2. Log into Twitter and Facebook and post events on social media sites.
3. Maintenance of social media sites.

End of Shift

1. Log off social media sites
2. Bring iPad and binder to room 218
3. Sign out, Room 218





regular and need to know basis. It is important for you to stay informed about event details (time, dates, any changes, transportation, etc.) because you are selling tickets for our office. If you are unsure, please make an effort to find out by calling the office extension (6506), or telling the student to go to room 218. Students can pay with cash or clipper cash using the PCS card readers.

**Step 3:** To access the Ticket logs, click on the ticket log Google sheet as seen above in the right hand corner. Once you click on it, it will look like this:

	A	B	C	D	E	F	G	H
1								
2	<b>Date</b>	<b>Employee Name</b>	<b>\$\$\$ Beginning</b>	<b>Ticket Beginning</b>	<b>Ticket Sold</b>	<b>Total Tickets Ending</b>	<b>\$\$\$ CASH Ending</b>	<b>\$\$ Clipper Cash Amount</b>
3	1/30/2014	Chris pedro	45	22mr 28 fp	1 mr	21 mr 28 fp		Sold mr #35207 to Karelia divito (617-543-
4	1/30/2014	Bianca Charles	45	21mr 28 fp	5 mr	16 mr 28 fp	\$60	(2 mr tix) \$10
5	1/30/2014	Judy j. Arzu Woods	\$60	16mr 28fp	0	16mr 28fp	\$60	n/a
6	1/31/2014	Fatoumata Dia	\$60	16mr 28fp	2 fp	16mr 28fp	\$70	
7								
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MAIN TRACKING S Metro Rock Frog Pond Copy of Sheet2

**This is the first page you will see. The ‘Main Tracking’ page serves as a log for you to enter:**

1. The date of your shifts
2. Your name
3. How much money is in the cash box at the start of your shift
4. How many Tickets are in the cash box at the start of your shift

5. How many Tickets you have sold. Please categorize by event ticket sold. For example, as you can see above, under the last line of the column 'Ticket sold' Fatoumata entered "2fp" to indicate that she sold 2 Frog Pond tickets.
6. Enter how many tickets you have left at the end of your shift, again categorizing by event ticket. For example "16mr /26fp" to indicate you have 16 Metro Rock tickets left, and 26 Frog Pond left.
7. Enter the total 'CASH ENDING' at the end of your shift. Please note that if a student pays with clipper cash, you should enter this in the 'CLIPPER CASH AMOUNT'. DO NOT COMBINE CASH and CLIPPER CASH into one total, because this will mess up the cash count in the cashbox.

**Please remember to fill this form out completely during your shift, even if you do not sell any tickets!**

**\*AS YOU CAN SEE AT THE BOTTOM OF THE SCREEN, YOU WILL SEE THERE ARE MULTIPLE TABS WITH LABELS. THESE INDICATE THE TICKET SALE LOGS FOR EACH EVENT WE ARE SELLING TICKETS FOR. (In the picture above it reads, Metro Rock, Frog Pond, etc.)**

Step 4: Each Event Ticket Tab serves for you to organize how many tickets you sell for each event. It is a great tracking system. Below you will see a screenshot of the Metro Rock Tab:

iPad 11:25 AM 79%

Undo Tickets Log

	C	D	E	F	G	H	I	J
2	\$ Beginning	Ticket Beginning	Ticket Sold	Ticket Number	Total Tickets Ending	\$\$\$ Ending	Bus (Y/N)	If Yes Please write Student Name and Cell P
3	20	28	1	35201	27	25	Yes	Alex jacobowitz 7819750581
4	25	27	2	35202	25	25	Yes	Diana Vazquez 857.236.8914 (paid with clipper
5				35203				
6	25	25	1	35204	24	30	No	
7	30	24	1	35205	23	35	No	
8		23	1	35206	22		Yes	Alyssia Johnson 617. 913. 4536 (paid with clip
9	45	22	1	35207	21	\$50		Karelia divito 617.543.2420 (paid with clipper
10	\$45	21	5	35208	16	\$60		3 tix Cash/ 2 tix Clipper Cash
11				35209				
12				35210				
13				35213				
14				35214				
15	\$60	16			16	60		
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MAIN TRACKING Metro Rock Frog Pond Copy of Sheet2

This is very similar to the 'Main Tracking' Page, but it specifically tracks each event's sales. Please log everything complete, and do not forget to log everything in. Do not forget

- Each ticket should have a ticket number (unless otherwise indicated), please log the number of the ticket. This is to ensure, there are no duplicates made.
- If transportation is provided, please ask student if they will take the bus with us. If yes, please take down their name and cell phone so we are able to reach them the day of the event.

\*Each Event Tab will be altered to fit the information we need from students, so please read and fill everything out in each event tab. Below you will see the 'Frog Pond' Tab

iPad 11:25 AM 79%

X Undo Tickets Log

	A	B	C	D	E	F	G	H	
1	Tickets are \$5								
2	Date	Employee Name	\$\$\$ Beginning	Ticket Beginning	Ticket Sold	Ticket Number	Total Tickets Ending	Total \$\$	Comments
3	1/29/2014	Salma	0	30	2		28	10	
4		Fatoumata Dia		28	2		26	10	
5									
6									
7									
8									
9									
10									
11									
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34									
+									

MAIN TRACKING \$ Metro Rock Frog Pond Copy of Sheet2 +

As you can see the total amount here, only indicates the total amount from the number of frog pond tickets sold. When you add the total amount of money you start with + total from the ticket sales of Metro Rock + the total from ticket sales from Frog Pond =total ending amount for your shift (logged into the ‘Main Tracking Tab’). Again, Metro Rock and Frog Pond are only examples. We will have different event sales as the semester proceeds. The main point is to fill everything out completely so there are no discrepancies. If there are any questions, please contact Jamal Lawson at [ctr\\_jlawson@salemstate.edu](mailto:ctr_jlawson@salemstate.edu).