

STUDENT EMPLOYMENT BASICS

Presented by:

Kelli McLeland
Assistant Director of Student Employment

Student Employee

- As a student employee, you represent the school. You're a partner with faculty, staff and other student workers.
- The people you provide service to such as other students, visitors, faculty, staff, and co-workers all depend on you to do the very best job you can every day.
- The skills and experience you gain will transfer to future employment settings, no matter what your current position is.

Student Employee

- A few of the important skills and competencies you can learn through your campus work include:
 - positive work habits such as dependability, accuracy and perseverance
 - Organizational and time management skills
 - Positive work attitudes
 - Teamwork to build relationships and complete projects
 - Communication skills-both speaking and writing
 - Accountability and responsibility

Student Employment Basics

- General Work Strategies
- Professionalism
- Telephone Etiquette
- Using Office Resources
- Communication Strategies
- Appearance

General Work Strategies

- Show up for work on time
- Keep your work area clean
- Have interest and energy in your work
- Demonstrate Responsibility & Initiative
- Communicate with your supervisor

Professionalism

- One outcome of earning a college degree is the potential to be hired for professional jobs; learning and adopting the job attitudes and behaviors of a professional while you are still a student will be valuable to your career.

Professional Workers

- Take full responsibility for the results of their efforts and actions. They may seek advice and consultation but they do not attempt to transfer responsibility for their mistakes to others.
- Continually seek self-improvement. They take advantage of every opportunity to gain/enhance their knowledge and understanding in connection with their professional duties.
- Respect the confidence of others. The welfare of those they serve often requires that information concerning them remains confidential.
- Are loyal to their fellow workers. They do not gossip about them or the clients they serve. They understand the importance of teamwork.
- Avoid rumors. They do not repeat or give credit to information received through the "grapevine." They secure information directly from those authorized to release it.
- Address their grievances through proper channels. They discuss them directly and privately with those authorized to make adjustments. They refrain from complaining and grumbling to others.
- Are sensitive to the problems of their fellow workers. They consider the effect of their actions on the welfare of fellow workers.
- Meet their professional obligations. They fulfill all agreements and obligations entered into with fellow workers.
- Do not advance themselves at the expense of others. They strive for recognition and advancement in the profession only on the basis of superior professional performance.
- Are proud of their profession. They reflect to those outside the profession a pride and satisfaction in the work in which they are engaged.

Adapted from the Career Advisor Guide, Curricular-Career Information Service, the Career Center, Florida State University

Telephone Etiquette

- Your employing department may have a specific manner of answering office phones. If so, please follow their guidelines. If, however, no office-specific way is presented, adopt the following methods for effective and efficient service.
 - 1) All incoming calls should be answered with the department/office name and your name. It is important that you identify yourself.
 - 2) All incoming calls should be answered:
 - promptly
 - personally, when possible (use voice mail only when necessary)
 - professionally
 - courteously

Telephone Etiquette

3) Handling multiple calls and visitors.

- Answer calls promptly
- Excuse yourself from the first caller and;
- Place him/her on hold to answer the second call
- Return to the first caller as soon as possible. When returning, say, "Thank you for your patience."
- If a visitor is talking with you in person and the telephone rings, excuse yourself to the visitor and answer the telephone. Ask the caller to wait a moment or offer to return the call.
- If a visitor approaches while you are on the telephone, excuse yourself briefly from the caller and acknowledge the visitor. Ask if the visitor can wait a moment while you finish the call.

4) Effective call-screening techniques allow you to better serve customers and co-workers. In such cases when call-screening is required or requested by your office personnel, follow these examples:

- "May I tell her who's calling?"
- "May I tell her what your call is in reference to?"

Telephone Etiquette

- 5) If the individual whom the caller requests is busy, offer to take a message or connect the caller to the individual's voice mail, as appropriate to your office's preference.

- 6) Transferring calls should be done only when necessary and in a positive, efficient manner.
 - Listen carefully and attempt to fully understand the caller's needs.
 - Complete the transfer quickly and correctly.
- To transfer a call, follow these procedures:
 - Let the caller know you are transferring the call.
 - Give the caller the department name and extension that s/he is being transferred to, in case the call is disconnected.
 - Announce the caller to the person to whom you are transferring the call and provide any information the caller has given.
- "I will need to transfer you to the Admissions Office. The number is 555-5555 and they should be able to assist you."

Telephone Etiquette

- 7) Taking telephone messages is a skill that saves time and is beneficial to both caller and recipient. If you need to take a message for someone, get as much information as possible. Include:
- Date/time of call
 - Full name of the person calling
 - Phone number
 - Nature of the call
 - Your name at the bottom of the message
- While most callers will opt for voice mail over a written message, if you do need to take a message, take enough information to make the return call productive. If the individual the caller is trying to reach is out of the office for a length of time, let the caller know their message will not receive an immediate response.

Telephone Etiquette

- 8) Angry confrontations can be handled successfully using the following tips:
- Be polite.
 - Don't interrupt. Take notes and wait for a pause.
 - Echo the content of the complaint and the caller's feeling about the problem.
 - Acknowledge that there is a problem and apologize for the caller's inconvenience.
 - Try to find a solution, or refer the caller to an appropriate representative.
 - If the call cannot immediately be resolved, take the caller's name and number and explain that someone will get back to him/her. If you have to forward the information to someone else, explain that the caller was upset.
- "I'm sorry you experienced a problem. Let me try to help you find a solution."

Using Office Resources

- What do we mean by office resources?
 - Copier
 - Printer
 - Fax machine
 - Computer – including all software
 - Internet access
 - Phone
 - Coffee machine, water dispenser
 - Office supplies – paper, pens, clips, tape, etc.

Ask – don't assume....

- Office supplies cost money – if you don't ask permission to use them for personal use, you could be cited for “stealing.” Sounds harsh- but it's true and there have been cases of employees terminated from their employer for this type of behavior.
- Don't use the internet for your personal use. You are being paid to work – not to facebook. If it's slow, ask if it's okay for you to check email, etc. Don't try to be sneaky and hide it – that's much worse behavior.
- Keep in mind- it might seem unfair but there are different rules for full time employees. Therefore, ask – don't assume.

A final thought on Computer Use

- While at work, unless you've been given permission, it's not appropriate to be texting, IM'ing, Facebook-ing or surfing the "net."
- Additionally, when your not at work make sure you "Clean Up" your digital dirt! Do you understand the privacy settings on these programs? If not, make it a priority to learn.
- Facebook and MySpace aren't private and are being used for more than social networking. Hiring Managers, Grad School Admissions Officers and others use these programs to check you out.
- Make sure only what you want to be see about you is what can be seen. Have you "googled" yourself lately?

Communication Strategies

Calling Out Sick

- Each department has its own specific attendance rules and procedures
- In general, employees are expected to report to work on time as scheduled
- employees should request permission in advance to be absent from work if special circumstances arise
- must notify their supervisor if they are unable to work as scheduled due to illness or emergency.
- Your supervisor will provide you with the specific attendance guidelines for your individual department.
- Students are not eligible for paid sick leave; if you miss work due to illness and you need to make up the lost income, work with your supervisor to schedule additional work hours.

Communication

- It's important to develop a good relationship with your supervisor. After all, he or she may be the person from whom you request a reference.
- Don't be afraid to speak to your supervisor.
- In person communication is always better than an email or phone message.
- Try to make appointments in advance to speak with your boss.

Timeliness – Time Management

- When you are hired, you are expected to show up ON TIME according to the schedule to which you agreed to work.
- If you need to arrive late or change your shift, you should speak to your supervisor directly and/or email him or her IDEALLY one week in advance – this is standard practice in office cultures.
- When you change your shift last minute, work that was scheduled for you to complete doesn't get done OR your supervisor has to do it – not the best way to make friends....

Appearance

- All student workers are expected to present a neat, clean, well-groomed and appropriate appearance.
- If your department has a dress code they enforce, please follow their policy.

Appearance

- Be guided by what the full time staff wear
- Ask your supervisor: “what is the dress code for our office for student workers?”
- Don't assume anything. You may also be a student – but when working, you are first an EMPLOYEE.
- Basics- no shirt: no shoes: big problem!
- Casual does not mean “just rolled out of bed” or “just came from the gym/practice” – that's too casual!

Appearance

- When it comes to dress: “More” is better
- Be sure that whatever you are wearing covers your body. Intimate apparel should never be showing. Translation: no low rider pants, no thin strapped or belly baring tops; skirts of appropriate length (no micro-minis).
- On sunny and warm days, your clothing should be your “Office SPF.” (Although, don’t go overboard- you don’t need to wear a Snow Suit to make sure you’re covered.)

Expectations

WHAT IS EXPECTED OF A STUDENT ON THE JOB?

- In accepting an on-campus position, students assume work responsibilities for which they will be held accountable. A review of general performance standards is listed below.
- Student Employees...
 - are expected to report to work on time
 - should request permission in advance to be absent from work if special circumstances arise.
 - Excessive absences are to be avoided
 - should notify their supervisor if they are unable to work as scheduled.
- should immediately bring to their employer's attention any problems or concerns they have pertaining to their job
- should perform duties assigned to them to the best of their ability
- should dress appropriately for the job as specified by their employer
- Ask for other assignments if your assigned work is done
- Should respect privacy & maintain confidentiality

Observing Confidentiality

- As a student employee, you might have access to sensitive records – grades, financial records, test scores, etc.
- Confidentiality implies trust. Those that you provide service to trust that the office will keep things confidential. The people that you work with trust that what happens in the office stays in the office. Trust is a very difficult attribute to regain once you've lost it. So, value and respect the responsibility given to you.

Thank you!

The Student Employment Office

Healy G-19

202-687-4187

finseo@georgetown.edu

Seo.georgetown.edu

