

Career Center Statement of Responsibilities for Student

Assistants

1. Arrive to work on time and ready to work
2. Scheduled work hours are posted on the Student Employee Calendar in Outlook or it is on the front desk. It is your responsibility to keep track of your schedule.
 - a. You may only work the hours you are scheduled. If you are assisting someone and go over your hours, please let your supervisor know as soon as possible.
 - b. You cannot work during any time you are scheduled to be in class - even if class is canceled or finishes early. It is your responsibility to ask if another student assistant can cover your shift if you want to change your schedule for anything other than illness. Make sure your supervisor (the receptionist) is aware and approves of any changes - all schedule changes must be shared with your supervisor prior to the shift in question.
 - c. If you need to call in sick or if you will be late to work, please text or call the Receptionist AND the Office Manager or Associate Director of Operations & Assessment as soon as you know you won't be able to come in. It must be prior to the beginning of your shift. If you do not receive a confirmation, please call the main line 940-565-2105 or contact the Leadership team.
 - d. Excessive absences may result in a request for a Doctor's note.

Dress Code

1. Please dress appropriately in business casual. In this position, you will interact with student, staff, faculty, and employers. Every day is an opportunity to make a good impression, so start with a professional appearance. Below are some dress code specifics:
 - a. No shorts or excessively short skirts
 - b. No graphic T-shirts
 - c. No ball caps or hats

- d. Jeans are permitted provided they are in good condition
- e. UNT branded clothing is allowed and encouraged
- f. Always dress business casual or above (business formal) when working the Employer Services desk as you will be representing the office while assisting professional recruiters
- g. Leggings are allowed IF the over-shirt goes to mid-thigh or longer.
- h. You may keep a change of clothes in a locker and change when you arrive to work

Desk Etiquette

1. No eating meals at either desk. Snacks are permitted provided outside employers are not present.
2. Keep front desks clean and organized to maintain a professional appearance. This includes the top counter.
3. Drinks are allowed.
4. Do not chew gum while working at either desk.
5. Do not sit and chat with co-workers if students or employers are waiting.
6. No surfing or watching YouTube/Hulu/Netflix, etc. If you don't have something to do, let your supervisor know.
7. Please do not wear ear buds in either ear when assisting students, employers or faculty.
8. Walk-in traffic takes priority over phone traffic. Do not interrupt a transaction with a student or employer to answer the phone - even if it is to answer and ask them to hold - let them roll to voicemail.
9. Student Employees at the back desk, as available, are to answer the main phone lines after 2 rings as the front desk may be busy assisting a walk-ins.
10. When transferring a call, please announce yourself and explain what the caller needs before transferring.
11. Always sign your name and use a professional email signature when replying to emails. Please ask your supervisor for a template.
12. Treat all customers and co-workers with courtesy and respect.
13. Provide excellent customer service at all times. UNT Career Center Student Assistants are exceptional representatives of the University of North Texas and the Career Center. Please ensure that you provide excellent customer service by taking care of anyone who comes into our office, calls our office, or emails our office. Our Student Assistants are the first point of contact for

most who communicate with our office. Student Assistants are also a part of our staff while employed here and are responsible for knowing the proper and correct information or finding it. Student Assistants should greet each person promptly, including departmental staff.

Devices

1. You may have your phone on you during your shift. However, please put your phone on silent and ensure it is not sitting out/visible.
2. No headphones. No earbuds may be visible or left in ears at either desk if students or employers are present.
3. You may use your phone to text, only when necessary. Personal phone calls are not permitted unless there is an emergency. If you need to leave the desk to take a call, please notify the receptionist, Office Manager, or Associate Director of Assessment & Operations first.
4. NO texting when students or employers are present.
5. No tablets for any reason unless

approved. **Daily Responsibilities**

1. Check your employee email. It is the primary form of communication from us to you.
2. Straighten desk area. It must be kept neat and clean. Remember it is visible to students, staff, faculty, and employers.
3. Check the Career Center email consistently throughout your shift. If you don't know what to do with an email, ask!
4. Walk-in traffic takes priority over phone traffic. Do not interrupt a transaction with a student or employer to answer the phone- even if it is to answer and ask them to **hold** - let them roll to voicemail.
5. If you cannot complete a task someone in the office has asked you to do please let the receptionist, Office Manager or Associate Director know before you leave for the day by sending them an email as well as checking in with them in person.
6. If it is quiet and you have nothing to do then check with your supervisor, the Office Manager, or the Associate Director for Assessment & Operations as they may have things that need to be done.

7. **Mail Procedures** Do not let mail sit. If it arrives during your shift it is your responsibility to sort and deliver it. Open all mail addressed to the career center if you don't know who it belongs to take to the receptionist or the student employment coordinator and have them help you determine who the mail needs to be delivered to. Put all mail with an employee's name on it in their mail box in the work room with the exception of:
 - Criminal History Check forms - time stamp and place in the basket on the student employment coordinator's desk. (Do not put CHC forms in their mailbox.) If the student employment coordinator is gone for the day or their door is locked place the forms in the orange folder and place it in the top drawer of file cabinet (under the printer) and lock it. Put the key back in the top drawer (small black cabinet)
 - Checks – Hand deliver to the Office Manager. If he/she is not in her office slide them under the door.
 - Mail for Dan Naegeli or Sandy Howell –address is Hurley Hall
8. Then, and only then, you may do homework or study.

- As a Student Employee in the UNT Career Center, I recognize that I may come in contact with information concerning students and/or other staff that may be of a sensitive nature. This includes the use and operations of the Career Center Mailbox. This information is both personal and confidential. Releasing this information could be damaging to the individual involved and could be illegal. Therefore, I will not discuss any personal information I come into contact with while working at the UNT Career Center. I understand that if I break this agreement, the consequences include, but are not limited to termination from the UNT Career Center.

The above expectations have been discussed with me by my supervisor. I agree to abide by these expectations during the length of my employment with this office.

Student Employee Signature

Supervisor Signature

Date