Daily Expectations for Work Studies

Employee Information:

Employee Name: _____

Banner ID: _____

By initialing each item, I confirm that I understand and agree to comply with the following expectations. I will:

_____ Check the schedule regularly and be on time for all scheduled shifts. Communicate with my supervisor if I will miss or be late for a shift no later than two (2) hours prior to scheduled start time.

_____ Check in/out with my supervisor, or Team Lead on duty, when arriving and before leaving.

_____ Report to my assigned area and not loiter in other work areas.

_____ Log in to Outlook, Teams and Navigate within five (5) minutes from the start of my scheduled shift.

_____ Utilize the "Activity" function in Teams to remain up to date with information shared and information requested when first arriving for my shift.

_____ Maintain close attention to Teams and respond promptly to all messages, especially from members of the Leadership Team.

_____ Set my Teams availability to “Available” and never as “Appear as Offline.”

_____ Respond to the chat in a timely manner, no more than five (5) minutes.

_____ Always be respectful to my fellow employees.

_____ Post questions in ASK HERE FIRST Chat and include students full name and Banner ID if I do not understand something or need assistance.

_____ Continue to educate myself on department, school, and district policies and procedures related to my employment.

_____ Always wear my ID/badge. Communicate with my supervisor if I need a replacement.

_____ Work collaboratively and communicate respectfully with colleagues.

_____ Limit cell phone use during work hours; leave work areas to take/make calls; clock out for calls in excess of fifteen (15) minutes.

_____ Not use headphones or other items that would either distract from my duties or providing good customer service.

_____ Follow additional expectations set forth back of sheet *and* as assigned

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Phones

_____ Answer the phone promptly.

_____ Assist callers in a courteous and professional manner.

_____ Return voicemails within two (2) business days.

Front Desk

_____ Accurately screen students utilizing ensuring all appropriate Touch Points are complete and student is Registration Ready.

_____ Sign-in students into Navigate using the correct format and being specific/descriptive in reasons for the visit (i.e. Banner Institute/Major/Assigned Advisor: Reason for Visit)

_____ Provide excellent customer service to everyone by asking probing questions, giving informative answers, and proper referrals if Advising is unable to assist.

_____ Greet *everyone* who comes into the lobby; Ask how I can help them. Ensure no visitor is wandering the building.

_____ Answer the phone promptly.

_____ Log all voicemails before the end of business.

Registration Lab

_____ Sit at the desks in the front (by glass wall) until filled. Once filled, I will connect with my supervisor or leadership to find another approved designated spot/location.

_____ Keep computer/iPad volume up; listen for notifications of students being dropped into queue.

_____ Answer the phone promptly.

_____ Greet and assist all students who enter the Lab.

_____ Assist with special projects as assigned.

The employee will receive a copy of this signed agreement via email from the supervisor.

Employee Signature: _____ **Date**: _____

Supervisor Signature: _____ **Date**: _____