Expectations for Campus Rec Student Employees

### Expectations of Staff

Campus Recreation has a strong tradition of student leadership and high expectations of its student staff. For our department to succeed in serving the PSU Community, members of our staff must assume the leadership role of their position. This role includes meeting the expectations that we have of each other. The department values you as an individual, and for this reason it has created a formal document outlining the basic expectations.

#### Eligibility: Credit/GPA/Academic Standing Requirements

CREC staff members are prepared to help you succeed and find resources on campus to help you achieve your goals. We want you to be successful so please be proactive and stay in touch with your supervisor if you anticipate any issues.

Not meeting minimum credit enrollment, credit completion, or GPA requirements can immediately disqualify you from employment with Campus Rec. Please be careful and make sure you are enrolled and complete the academic requirements below.

**Requirements**

As a Campus Rec student employee you must enroll in and complete (receive a passing grade) six undergraduate credit hours or five graduate credits per term, maintain a PSU cumulative GPA of 2.0 (undergraduate) or 3.0 (graduate) and be in good academic standing with the University. You are allowed one term per every consecutive 12 months in which you may work but do not need to meet the minimum enrollment requirement (this is not granted retroactively).

**Term Off**

If you are taking a term off from school but still want to work for Campus Rec you must declare your term off status by the second Friday of the term, and you must declare that you intend to enroll in the subsequent term, by sending an email to your supervisor and cc’ing Joëlle Kenney (joellek@pdx.edu).

Your first term working for Campus Rec cannot be your term off. You cannot work for Campus Rec after your last academic term.

**Credit & Grade Checks**

*Minimum enrollment credit checks* are done the third week of the term.

*Credit completion and GPA checks* are done the week after grades are posted at the end of the term. Generally, failure to meet these requirements mandates that employees be terminated from their position, per Portland State policy, until they successfully meet the minimum requirements.
Students who do not meet the requirements due to special circumstances are eligible to appeal. Appeals are heard by the Associate Director of Campus Rec and the Education, Training, & Development team.

**PostBac**
Postbac students are considered undergrad for purposes of credit load requirements.

**Special Circumstances**
Students with special circumstances such as thesis or dissertation projects must contact their supervisor and cc Joelle at joellek@pdx.edu by the start of term.

1. **Attendance and Punctuality**
   - You are expected to notify the supervisor (or designee) of your work area prior to an absence or late arrival.
   - Staff meetings and trainings are the same as a work shift. You are expected to attend, be on time, and get paid for the length of the event.
   - Using the staff contact information provided to you by the program area, you are to arrange for another employee to cover your shifts in your absence. Send your shift substitutions to your supervisor by email or other approved method (such as WhenToWork).
   - Absenteeism – There are two types of Absentees – Call & No Show and No Call & No Show. You are allowed one (1) “Call & No Show” per term; additional absenteeism may be determined as not fulfilling job duties. Any “No Call & No Show” may result in meeting with your supervisor.
   - Punctuality—Reporting to work late, without authorization or approved reason, more than one time per term is considered excessive tardiness and may lead to a meeting with your supervisor.

2. **Work Hours/Time Clocks**
   - Scheduling – Your supervisor will set the due date for submitting your availability for the coming term or break. If you fail to submit a schedule by the deadline, please realize you may be left off the schedule.
   - Time Clock and Electronic Time Sheet – With a few logistical exceptions, you are expected to record your hours worked by clocking in/out for every shift. In addition to this, you need to submit an electronic time sheet, found on BanWeb, no later than the 15th of every month.
   - No student employee may work more than 40 hours in one week, or more than 130 hours per pay period. In rare situations, by departmental approval, overtime may be granted for hours over 40 hours per week.

3. **Dress Code**
   - Employees are expected to follow the guidelines outlined in the Staff Shirt Policy located on the Campus Rec Employee Resources webpage.
• Dress casually but appropriately for your job. Your supervisor will explain if your position allows for an exception. Your clothes should not have holes or large permanent stains.
• You should wear footwear appropriate to your job; open toed shoes and high heels are not allowed above the second floor of the Rec Center.
• Because of the proximity to customers and other employees, good personal hygiene is important and the University encourages a fragrance-free workplace – no perfume or cologne.

4. Cell Phone Usage/Email Communication
• Cell phone use is not allowed while you are staffing a customer service area. Phones should be set to vibrate, silent mode or silenced upon an incoming call. You may return personal messages during your break. If a student employee is on-shift and on a cell phone s/he should be talking to a staff person about work.
• All student employees must use their PDX email account for work-related communication.

5. Food/Beverages
• Beyond a quick snack, such as an apple or energy bar, food is not allowed while staffing a customer service area. Beverages are allowed if kept in sealed containers.

6. Non-Campus Rec Business and Work Areas
• While staffing a customer service area, refrain from engaging in personal conversations with friends or co-workers, or in other non-work that distracts from your responsibilities to participants.
• Don’t engage in “courting” or “flirting” behaviors, or acts that may be perceived as such, while at work or wearing your staff shirt. Such behaviors include but are not limited to staring, asking for phone numbers, posturing in order to be noticed or asking for a date.
• While working or during personal time, you shouldn’t wear your staff uniform in any fashion that makes a connection between you and alcohol or drug use.
• Customer Service areas should be kept clean and free of personal items.

7. Breaks and Meals
• Employees must take breaks as per state law
• If you work 2 hours or more, you are expected to take a 10 minute paid break.
• If you work 6 hours or more, you are expected to take a 30 minute unpaid meal break and a 10 minute break.
• Arrangements for breaks must be made with your program coordinator or another appropriate staff member on duty, such as the SBS.
8. Work Performance / Customer Service

Leadership responsibilities are outlined in your position description. You should make every effort to perform those responsibilities to the best of your abilities. You are not expected to, and should not perform, duties for which you have not yet been trained.

• While on duty, you should occupy yourself with Campus Rec and Rec Center activities. Your first priority is to provide prompt and courteous assistance to the Rec Center member. You should not be checking your personal email, Facebook, or surfing non-Campus Rec related internet sites. Computer game playing is prohibited.
• If there is music playing in your service area, the music should be such that people are neither offended nor discouraged from using the facility because of its volume or type. A guide should be that the music is low enough that a conversation can be held at normal vocal levels.
• While in a customer service area, you should not use headphones, ear buds, or blue tooth devices.
• Be polite and professional when dealing with customers and fellow employees. If you feel uncomfortable dealing with an angry or difficult customer, you should contact your supervisor or managing student staff member.

9. Confidentiality of Records

A significant amount of personal information is available to you about our members and your fellow staff members. This information is collected to allow us to provide better service to our members and coordinate efforts with other staff members of Campus Rec. Campus Rec expects all employees to:

• Protect information of Campus Rec members and non-member users. Do not leave information where it may be seen by others. Do not discuss this information with other staff member in public spaces. Do not use the information for personal gain.
• Protect the information that you may possess about fellow staff members. Do not provide scheduling or contact information to anyone who does not already have access to it through approved Campus Rec methods.
Safety Policy

Any employee who works within the Rec Center gated entrance and/or supervises activity areas or excursions for Campus Recreation must, at a minimum, possess or obtain American Red Cross **STANDARD FIRST AID** and **CPR/AED FOR THE PROFESSIONAL RESCUE**R certifications. American Red Cross online certifications are not accepted. Any new employee is required to obtain this level of certification within four weeks of hire. If the new employee does not have these certifications after four weeks, s/he may be terminated.

The employee is responsible for maintaining valid certifications during employment. If any certification expires, the employee is not eligible to work, which may result in the termination of his/her position.

All American Red Cross certifications are valid for two years; however, Campus Recreation requires a skills test every year. Please see the audit policy for skills test requirements.

*PLEASE NOTE- THERE MAY BE ADDITIONAL CERTIFICATIONS REQUIRED FOR SELECT POSITIONS; REFER TO YOUR JOB DESCRIPTION.*

Ending Employment

Your employment is not for any specific time and may be terminated at will, with or without cause and without prior notice for any reason except illegal discrimination or exercise of rights protected by constitutional or statutory law such as discrimination-based protected status.

Campus Rec may provide student’s two-week advance notice when their position is ending.

You may resign for any reason at any time. A student employee who is voluntarily leaving his/her position with Campus Rec is encouraged to give at least two weeks advance notice.
Appeal Process

Student Employee Appeal Process

Every employee has the right to an appeal process for issues around employment eligibility. Student employees are encouraged to communicate with their direct supervisor should they encounter difficulties on the job or have extenuating circumstances related to their employment eligibility with Campus Rec and Portland State.

Due to the different levels of employment, you can begin the appeal by meeting any professional staff member; they will personally direct you to the appropriate level for appeals. The person that hears your appeal may or may not supervise the person who initiated the disciplinary process.

Policies

All employees are expected to review and comply with the following policies and procedures:

PSU Prohibited Discrimination & Harassment Policy (Including Sexual Harassment)
PSU Professional Standards of Conduct Policy
PSU Computer and Network Acceptable Use Policy
PSU Drug-Free Workplace Policy
Consensual Relationship Policy
Equal Opportunity Statement
PSU Assistance Animal Policy
Reasonable Accommodation/Access Policy
Religious Accommodation

I HAVE REVIEWED THIS DOCUMENT AND UNDERSTAND ALL POLICIES AND PROCEDURES OUTLINED HEREIN.