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
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 advising the LOG financially, CES, SGA, Greek Life, Community Service Group, large scale programming regarding theme weeks/months from our office, along with all publicity. The Director also creates all family programs and organizes the family and transfer orientation.

*Jeff Smith* - **Associate Director**  
Advises Groups and Clubs and oversees all building operations of the Campus Center. Supervises the Building Supervisors and Operation Assistants. Also oversees leadership initiatives from the Student Involvement & Activities office. The Associate Director organizes the first year orientation program and orientation navigator selection process.

*Michael Andrade II* – **Program Advisor**  
Advises the radio station, WMWM, Commuter Student Association, and Program Council. Supervises the Commuter Assistants and is responsible for weekend programming and other programming initiatives. The Assistant Director also assists in 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 I**  
Directly handles office management for the Student Government Association office along with helping to advise groups and clubs. Primarily responsible for web page maintenance.

**Graduate Assistant**  
Our graduate assistant supervises the Information Desk and Social Media Assistant. In this role he/she oversee all aspects of our social media accounts, organize all weekend programming
initiatives, co-advising a cultural student organization, and assisting with the planning of leadership development initiatives for all student employees and for the University campus.

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 your 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.

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

Ask your supervisor or the Administrative Assistant for a “Student Employment Request To Authorize” to bring with you to Student Employment

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.

Work-authorization forms can either be faxed to our office or picked up at Student Employment in the Human Resources Office on North Campus.

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.

Pay Check Distribution

It is strongly encouraged for student employees to have checks directly deposited into your own checking/savings accounts. This paperwork can be picked up in the Payroll Office. If you do not want to have your check direct deposited into your account you can pick up checks the Friday of payday at the Bursars Office from 1-4pm. If you have not 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 shift 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.

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 80 hours for any two-week pay period, excluding break periods. If you are at risk of going over 80 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) 542-7701
- Assistant Director: Phone Number: (978) 542-7701
- 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 Managers 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 you 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 and leave your area 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.

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 extension 6111. 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 x.6111.

**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 vacuum, 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.

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 Manager Procedures

The Building Manager 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 Manager to provide friendly, courteous service. Building Managers 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 Manager should be ready to troubleshoot and manage any conflict, problem, or concern.

Specific duties are as follows:

Monitoring Building

Building Managers 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 Manager 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 Manager 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 Manager 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 Manager review the daily events. Please note in the Building Manager 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 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 Manager 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 Title: Building Supervisor

Job Objective: The Building Supervisor 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 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 Managers 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 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.

Learning Outcomes via Core Duties:

Service
1. Be aware of the daily events that are occurring on 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.

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 Manager/Supervisor Operational Procedures

Start of Shift:

1. Arrive 5-10 minutes before your shift in order to get relevant information
2. Get Building Manager 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 Manager 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 closest 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, 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. Hole punch all completed clearance forms into your log book and initial that you completed it and write done on them
3. If there are old clearance forms in the log book from the previous day please remove them and recycle them
4. Inform the Student Involvement & Activities personnel of any incomplete set-ups or audio/visual needs that need to be added
5. 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 afternoon or the 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.

**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 he
or she 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 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. It is important for the Information Desk staff to provide friendly and courteous service. 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 Student Involvement & Activities Staff and fellow student employees.

Specific duties are as follows:

**Campus Center Schedule**

Campus Center Activities schedule will be placed on the Information Desk. 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 to 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 Student Involvement & Activities 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**

- 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
- Use Twitter to update students about campus events and programs going on that day.
- Ask students to follow @SSUECC on Twitter through the Campus Center’s IPad.
- Update the bulletin board monthly.
Position Description

Position Title: Information Desk Assistant

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 through social networking.

Duties:

1. Assist visitors (students, staff, faculty, or visitors) in any way possible
2. Be familiar with the physical layout of the Ellison Campus Center and Salem State University campus
3. Be familiar with daily events and activities within the Campus Center and when possible on campus
4. Receive incoming calls, answer questions, transfer calls when appropriate (see FERPA)
5. Enforce the policies of the Ellison Campus Center
6. Organize desk and throw away outdated materials
7. Fill out Information Desk log for every shift and read through logs to keep up with information provided by fellow employees since last shift
8. Maintain and overlook the Winfisky Art Gallery
9. Any and all assignments delegated by the Student Involvement & Activities Staff
10. Use Twitter and Facebook to update students about campus events and programs going on that day.
11. Ask students to follow @SSUECC on Twitter through the Student Involvement & Activities IPad.
12. Update the bulletin board monthly (on rotation).
Information Desk Daily Operation Procedures

Start of Shift:

1. Sign in, Room 218.
2. Pick up IPAD, Binder and Art Gallery and Information Desk keys (Room 218).
3. Unlock Winfisky Art Gallery, turn lights on, take a look around and make sure everything is in order.
4. Organize Desk Area.
5. Familiarize yourself with the events calendar located inside the binder
6. Log into Twitter and Facebook, tweet/post events.
7. Check Commuters Lounge and lobby to make sure chairs are behind tables, counters and tables are clean and bulletin boards are organized.

During Shift:

1. Keep watch of Winfisky Art Gallery, and take mental note of any visitors entering and exiting the room. Please check art gallery multiple times during your shift to make sure no art work has fallen off the walls. If an art piece falls down, close gallery and call x6438.
2. Tweet/Post events and statuses that interact with our campus community.
3. Update Information Log every shift and read all logs since the last shift to keep up with Information Desk business.
4. Look Alert and available to assist. Be courteous and welcoming when visitors come to the desk.
5. Answer the phone using “Good Morning/Afternoon, Information Desk, May I help you?”

End of Shift:

1. Wait for the next shift to sign in, Room 218 (If there is no shift after your shift skip to number 3 and return keys to room 218). If next shift is late or a no show, inform a professional staff member.
2. Hand keys off to next shift and sign out, Room 218.
3. Clean, organize and lock Information Desk.
4. Bring any lost & found items and IPAD to room 218.
5. Turn Winfisky Art Gallery lights off and lock doors.
6. 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.

Duties:
1. Answer and make phone calls and provide information and assistance to the public as well as to the University community
2. Assist with office operations by picking up, delivering and sorting mail
3. Book room reservations in the Campus Center and take requests for Marsh Hall
4. Prepare, type and edit documents, as requested
5. Copy, collate and assemble printed materials
6. Review and stamp flyers for posting
7. Maintain, replenish and organize office supplies
8. Provide support with posting, table tents, etc.
9. Any and all assignments delegated by the Student Involvement & Activities Staff

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.

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.
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 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.

Duties:

Start of Shift
1. Sign in, Room 218.
2. Pick up IPAD and Binder (Room 218).
3. 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