



Office of Career Development

MISSOURI WESTERN STATE UNIVERSITY

Office Assistant/Internal Manual



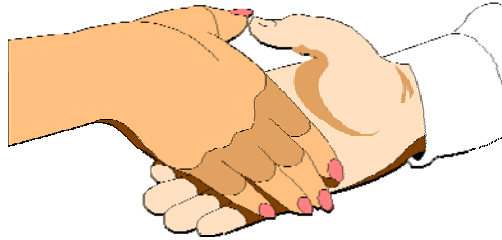
Career Development
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Introduction

Welcome to the Office of Career Development



This manual has been created to help you become acquainted with the many facets of the Office of Career Development and your responsibilities as a college intern. The main goal of the office staff is to work as a team in order to deliver the best possible service.

Our purpose is to assist new graduates, alumni and underclassmen with their career planning, development and job search needs. Non-student clients you may be assisting will include:

- Company Recruiters
- School District Representatives
- Faculty, administrators, Professional and Support Staff

The customer always comes first. It is of utmost importance that our customers feel welcome and well served. (You are responsible for becoming informed about the services and resources available). Your knowledge is imperative for the quality operation of our office. **Do not hesitate to ask a question if you are not sure of an answer.** We strive to provide the most accurate information we can give to students and employers.

In addition, it is our intent to assist in the development of your personal and professional skills through training and positive reinforcement. Supervision of time sheets, performance, office protocol and attitude will provide you with strong transferable skills for future job opportunities.

The tasks performed by office interns in Career Development are general office procedures that include:

- Greeting and assisting clients
- Answering the telephone
- Processing business correspondence
- Creating files
- Updating information, databases and files
- Processing mail
- Assisting staff with special projects
- Career Planning events
- Other tasks as assigned.





Commitment to Quality Service

Missouri Western State University recognizes that quality service is an essential component of a quality college. Furthermore, we acknowledge that all of us—students, faculty, staff and administrators—are at times providers and at other times recipients of services. Accordingly, we pledge to provide quality service by:

- Treating you with respect, fairness and honesty. *Making you feel important and earning your trust.*
- Performing our tasks with competence and skill. *Giving you confidence in the quality of what we provide.*
- Communicating the services provided clearly and courteously. *Making it easy for you to know what you can expect.*
- Listening actively to your requests, comments and concern. *Making it easy for you to tell us what you need.*
- Providing what we agree to deliver in a timely manner. *Enabling you to depend on us to help meet your goals.*
- Being flexible and open to new ideas. *Accepting you and valuing your knowledge.*

Remember: Always give the best service possible!

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IDON'T HAVE A BAD ATTITUDE SIR. I ALREADY TOLD YOU THAT WE HAVE OUTSOURCED ALL NON-ESSENTIAL TASKS LIKE BEING EMPATHETIC AND COURTEOUS, SO WE CAN FOCUS ON WHAT'S REALLY IMPORTANT.

Office Expectations



Attitude. The perception that people have of the university often depends on the attitude of the person they encounter in the office. Smile, be courteous and always try to help. If you don't know the answer, say "I'll find out and get back to you."



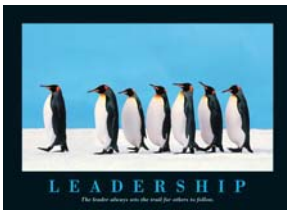
Communication. Communication is key to the successful operation of any office. Keep your supervisor informed and don't be afraid to ask questions. Utilize the phone, e-mail, voice mail and personal contact when necessary to keep the lines of communication open. If you are leaving for the day and won't be back until tomorrow afternoon or later, be sure to leave messages and progress reports for anyone who may need them.



Conduct Your behavior in the office reflects positively or negatively on the university. It is expected that you will always act ethically and with integrity. Using office equipment or supplies for personal use is prohibited. Chatting on the telephone, text messaging and visiting web sites during work hours is not allowed.



Job Knowledge. Training is provided, but it is expected that you will learn all the aspects of your job to include use of equipment, software, and the functions of the office.



Leadership. There are many opportunities to show leadership. It is expected that you will take the lead when necessary. Anticipate needs, think outside the box, take the initiative. It is better to have tried and failed than never to have tried at all.



Personal Appearance. Take pride in how you look. You are representing the office and the university with peers, administrators, faculty and employers. No visible tattoos, body piercing, bare midriffs, obscene/vulgar tee shirts or suggestive clothing may be worn to work. Shoes are required. Take pride in your appearance.



Professionalism. Along with a professional image comes a professional attitude. Jargon used with your friends and classmates may be inappropriate in a work setting. When you are at work you must remember that you are an employee of the university. You must be trustworthy and courteous.

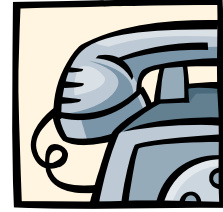


Punctuality. Be on time every time, and work the hours you agreed to. Do not come late and leave early. People are counting on you. If you are delayed, or cannot come in, contact your supervisor as soon as possible to let him/her know your circumstances.



Respect. Respect is a two-way street. If you act respectfully toward others, even when provoked, you will be treated respectfully in return. Be considerate of others—your peers, co-workers, supervisors, and all customers to the office. Treat others the way you would like to be treated.

Guidelines and Office Etiquette



Telephone Etiquette

When answering the phone, the following procedure is to be used:

- *“Career Development, this is (your name), may I help you?”*
- If the person they are calling is not available, say *“She/he is not available, may I help you?”* If the caller wants to leave a voice mail message, transfer the call to the correct extension. If the caller wants you to take a message be sure to get all the pertinent information. Please print the message on the “While you were out” pads. Include the name of the caller (with correct spelling, ask if you are unsure), company name (if appropriate), phone number, brief message, date, time of call and **your initials**. Repeat the number back to them in insure accuracy.
- Put the caller on hold if you need to ask a question of someone else in the office or find a file. The caller does not need to overhear your conversation.
- If you need to put a call on hold, tell them you are doing so but don’t leave them for very long. If you cannot find the information and the person is calling long distance, ask them for their number and call them back so that they are not waiting.
- When transferring calls within our office or to other offices, give the person the office name and phone extension to which you will be transferring them, just in case they should get cut off. When the other office answers the phone identify yourself and say, “I have a transfer call for you.”
- To transfer a phone call: Press the transfer button, dial the desired extension, wait for the other office to answer and state that your are transferring a call, press the transfer button again and listen to be sure both parties are on the line. Once both parties are on the line, you may hang up the phone.
- To transfer a caller to voice mail: Press the transfer button, deal 4189, enter the full7-digit number, press transfer again and listen just long enough to validate connection.

Greeting Customers



The first impression someone has of our office is lasting. Always acknowledge an individual’s presence immediately. When a person enters the office, always greet him/her cordially and with a smile. Please try to make everyone feel as comfortable as possible.

Often times, we get visitors or phone calls that should be handled by other offices. While we cannot answer every question, please offer your assistance or direct the visitor/call to the proper office/person.

Recording Your Time



Timekeeping/Timesheets. Student Office Assistants will be required to enter their time in/out on the Banner Self-Service Time In/Out system on a daily basis. On the last day of the month you log in/out of self-service, you need to electronically submit your timesheet for approval. If you do not electronically submit your timesheet for approval by the last day of the month, your paycheck for that particular month will be delayed by one month. **To ensure that paychecks will be available on the 20th of the following month, this timeframe must be followed to allow the necessary timesheet processing time.**

Verification of Timesheets. By submitting your timesheet electronically and signing the paper calendar/timesheet, you are verifying those hours stated on the timesheet are valid hours worked by you. **Falsification of timesheets is a Federal offense and criminal or civil action can be taken. This is also grounds for immediate termination.**



Attendance

As with any job, you are expected to report for your scheduled shifts and any additional time commitments that you have made. If you are unable to report for work, it is your responsibility to call the office as soon as you are aware of the problem. Speak directly with the Office Manager. If that person is not available, speak with the Director. Leaving a message with another intern **is not acceptable.** This includes attendance for our regularly scheduled student staff meetings.

Due to the fact that the office has a tight schedule and others may be depending on you, out of common courtesy, it is expected that you will report for work when you are scheduled. If the schedule indicates that you begin work at 10:00, then you should be working at 10:00.

At certain times you may wish to take some time off from work. Requests for time off should be made to the Office Manager with as much lead time as possible, but at least 24 hours in advance if you know that you will be gone. Do not assume that you will be allowed time off automatically as every request may not be approved.



Confidentiality

Files, conversations and names are to be kept confidential in this office. Please respect this. It is a responsibility and a job requirement. Failure to keep confidentiality will result in **immediate dismissal** from your position.



Grievances

If you have a problem with the work rules, procedures or other personnel in Career Development, please see the Office Manager or the Director of Career Development. Remember, Career Development wants its employees to have a rewarding work experience that prepares you for future endeavors.



Violations which may be considered cause for dismissal include:

1. Falsifying your time sheet (*i.e. entering hours you did not work*).
2. Breach of Confidentiality.
3. Theft
4. Flagrant disobedience of work rules or your supervisor.
5. Failure to report to work at assigned time without prior notification.
6. Immoral or illegal conduct.
7. Physical fighting with any other person.
8. Willful destruction of property, equipment or materials.
9. Reporting to work under the influence of alcohol or narcotics.
10. Any action which endangers the safety of any person, including the intern.
11. Knowingly falsifying college records.
12. Infraction of any college policy, procedure or regulation.

If an infraction of an office policy occurs, students will receive a verbal warning. After a verbal warning, students will receive a written warning. Any additional violations after the written warning is received will result in immediate dismissal. If there are no violations within a six month period, the written warning will be expunged from the student's file and the disciplinary process will begin again with the next infraction.



Evaluations

Performance evaluations are conducted each semester. You will meet with your supervisor to review your performance and you will receive a copy of your evaluation. Raises are given each semester based on a satisfactory review.



Computer Policy

- The computers in the center are for client use. Persons who are not employed in this office are not allowed access to any other office computers.
- Do not change any system settings on the computers. If for some reason it is necessary to do so, please check with a staff member and always return the setting to the normal position.
- Use the internet for work related research only.
- Documents saved on disks should be labeled accurately.
- Computers are for work use only. Minimal e-mail is acceptable, but interns are not allowed to use office computers to complete assignments for classes or for personal use.
- **Do Not** bring in used/outside disks.....help us stay virus free!



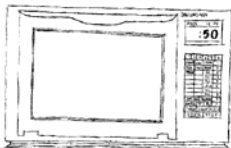
Office Décor

You may want to personalize your workspace to make it a pleasant environment, but please use good judgment and do not decorate with items that distract or detract from a professional office image.



Lunches/Food

Although eating food at your desk is not prohibited, you are encouraged to eat your meals away from your work area. We want to maintain a professional environment for our clients, so please use discretion.



Kitchenette

Please clean up after yourself. Be sure to check the refrigerator each Friday for any old food you may have left behind. Clean spills in microwave daily.

I hereby acknowledge receipt of the Office Assistant Manual for the Career Development Center at Missouri Western State University. I have read the manual and agree to work by the terms and conditions set forth.

Student

Date: _____

Supervisor

Date: _____

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