



S O U T H E R N
M E T H O D I S T
U N I V E R S I T Y

Hughes-Trigg Student Center

HUGHES-TRIGG STUDENT CENTER STUDENT STAFF EXPECTATIONS

Basic

- Show up on time when scheduled to work. If you can't work when you are scheduled inform your supervisor as soon as possible (leave a voice message at night). If you can't work when you are scheduled find another staff member trained in your area to cover your shift
 - Inform your supervisor of personal and background information they may affect your job performance. Let your supervisor know of important academic needs that will cause you not to be able to work. Your supervisor will inform you of dates that you are required to work at the beginning of the semester.
 - When you are working be accessible and available to assist others
 - Ask position related questions
 - Staff will respect each other's opinions and beliefs. Conflict and disagreement are to be expected in any organization, but it will be handled personally, directly timely and positively in the HTSC office.
 - Dress appropriately – you are working in a work environment. Staff should not wear the following when working at Hughes-Trigg:
 - hats/dew rags
 - tank tops
 - torn and/or tattered clothing
 - flip flops
 - revealing, provocative, derogatory and/or offensive clothing
 - sweat pants, gym shorts or other gym style clothing
 - pants that do not stay at waist level
 - For set up crew, tech crew and building managers - open toed shoes
- Wear appropriate attire for your work shift. Depending on events and function areas, other attire may be expected.

- Accurately record your time worked. You are required to maintain a Time Sheet for all hours worked for the Hughes-Trigg Student Center. You will also have a Time Card that must be signed or you will be scanning in and out with your ID card through the Kronos Payroll System.
- Act in a professional manner. Staff will avoid using and will confront derogatory language and statements, including those that are sexist, racist, heterosexist and homophobic. Staff will participate in educational activities to become more aware of these issues.
- Staff will respect each other's personal workspace, supplies, and equipment. If staff members use a work area, we will leave it as we have found it; if equipment is removed, it will be returned; and if supplies are depleted, they will be replaced. Learn how to properly use the equipment in the building. Demonstrate care for HTSC equipment. Equipment is not for personal use. Report any damage to equipment to your supervisor immediately
- Attend all staff meetings
- Attend all training sessions
- When scheduled to work, come prepared to work on HTSC projects and activities. Cell phones are to be silenced when you are at work. Use HTSC office computer for HTSC work only – games or other computer activity should not be done on HTSC office computers
- Staff will always be willing to assist students, faculty, staff and guest who visit or call the Center and will make every effort not to turn a student away to “come back later”.

Mid-Level

- Inform your supervisor of activities from your shift
- Inform your supervisor of concerns with relationships with other peers
- Show attention/engagement to assist other staff
- Seek answers to questions through resource materials
- Know how to find out what events are going on and what events are taking place in the building and across the campus. Know the type of events taking place in Hughes-Trigg during your shift and who the clients are.
- Demonstrate your understanding of task by completing them accurately and completely. Follow directions/instructions given by supervisor – ask questions to make sure you are clear on what is to be done.

Higher Level

- Admit when you don't know the answer and seek the answer
- Come when you are not scheduled to learn and gain knowledge about your area
- Teach other staff how to do a task/activity
- Use your best judgment to meet the needs of clients. Be aware of who the professional staff and Building Manager are on duty if you need assistance. Contact a Building Manager and/or your supervisor for clarification if you are uncertain what to do. When a mistake is made take responsibility and inform your supervisor or other professional staff member – don't try to hide your mistakes. Review mistakes with your supervisor and learn from them
- Identify projects/task/activities that need attention and take appropriate action