

Career Center Student Employment Agreement

Spring 2023

Welcome to the **Career Center**! We are thrilled to have you as a part of our team. You play an integral role in representing the **Career Center, Student Employment office**, and supporting students and alumni. We are dedicated to developing your full potential as you prepare to transition from the world of Chico State to your post-college career.

Being a part of **the Career Center team** has several features that we all agree to, these include:

EXPECTATIONS

- **Time etiquette:** Show up on time for your shift. If you are unavoidably prevented from being present and ready to go at the start of your shift, please (1) call your supervisor; (2) in the absence of your supervisor, contact the Director or Assistant of your absence.
- **Illness/absence:** In the event of illness or other need for absence, please text your teammates to see if they can cover your shift, then notify your supervisor by text/call/Teams. If you are unable to get coverage for your shift, we would prefer that you not come in. If you are asked to cover a shift, please make sure your total hours for the calendar week **does not exceed 20 hours**.
- **Customer service:** Having strong customer service is crucial and the cornerstone of how we deliver our services. Always work to provide a welcoming, professional, supportive and helpful experience to all visitors, whether in person or virtually! If you don't know the answer to a question (and this happens to all of us), as your team members or one of the **career staff** to help you find the answer. **The Career Center is the place where we help students find work – while they are in school, during breaks, and for the rest of their lives! Honor the importance of that by giving your best every day!**
- **Homework/social media: Please do not do homework or browse social media while you are at work.** If there is an upcoming assignment or midterm requires extra study time, please work with your supervisor to take time off if needed (if office coverage permits).
- **Timesheets:**
 - Notify the attendance clerk (who prepares the timesheets) during the 3rd week of each month if the timesheet is incomplete, a new timesheet is needed, or if there is a problem opening the one available in Box.
 - Turn in the timesheet to the Supervisor/Assistant Director for approval no later than 3 days before the end of the pay period: projecting any expected hours of work during those last three days (see attached calendar to see the day the pay period ends).
 - Immediately notify the Supervisor/Assistant Director if work hours change or if there is an absence during the projected days recorded on the submitted timesheet.

- Pay close attention to your email after submitting your timesheet in case there is a problem or question about the submitted timesheet.
- **Length of Employment:** Your employment is not guaranteed for the academic year, but rather semester by semester, based on performance and budget (e.g. work-study allocation, etc.)

HONORING YOUR FELLOW WILDCATS

- **Confidentiality, Part I:** As a Career Center employee, you will have access to personal data. You will be able to see student profiles on Handshake. In accepting this position and signing this Agreement, you agree to keep all student information strictly confidential.
- **Confidentiality, Part II:** All CSU, Chico students are protected under FERPA, the Family Educational Rights and Privacy Act. As such, student records and information are protected. If anyone calls in (such as someone who identifies as a parent or guardian of a student) and asks for information of any kind regarding a student, please know that you are not authorized to give out information. More information about FERPA can be found here: <https://www.csuchico.edu/registrar/ferpa/index.shtml>
- **Modeling professional demeanor/dress code:** We strive to model a professional office environment at the Career Center, so that all Chico State students can experience workplace professionalism when they come into our office. As part of this, we have a dress code for all student staff at the Career Center. Please wear your black Career Center polo shirt for all of your shifts, along with neutral-colored long pants and closed-toe shoes. Your grey Career Centers t-shirt is an acceptable, occasional substitute for your black Career Center shirt. Black turtlenecks or a Cardigan can be worn under the polo or t-shirt. The level of polish and professionalism we exhibit makes the Career Center a special place on our campus.

COMMITMENT TO YOUR TEAM

- **Mandatory monthly student staff meetings:** You will commit to attending all student staff trainings and monthly meetings. Monthly meetings for each semester are set based on the availability of the entire student staff. For the Spring 2022 semester, monthly meetings are as follows:
 - February 9th @ 8am
 - March 9th @ 8am (tentative)
 - April 13th @ 8am (tentative)
 - May 11th @ 8am (tentative)

COMMITMENT TO PROFESSIONALISM

- **Training:** We commit to providing you all the training you need to be a highly successful Student Assistant here at the Career Center. Much of your training will consist of “on-the-job” training by your peers, as well as additional training by your supervisor and by other staff members. In addition, monthly meetings/trainings will be important opportunities for all of us to learn, share information and grow.

- **Balancing your commitments:** You may have other organizations on campus that you belong to, and it may be a juggling act to balance your work life with your outside commitments. We will help you to learn to juggle these commitments, but we expect your work to be a priority.
- **Expectations and check-ins:** A foundational element of professionalism is that we operate from a shared understanding of expectations. This Agreement represents our illustration of the expectations of the Student Assistant role. Your development as a Student Assistant will include occasional check-ins mid-semester and end-of-semester check-in meetings with your supervisor, where we review what is going well, what you might need additional help with, and what we might need to revisit.
- **Setting expectations:** If at any point you don't meet the expectations of the role, we will address it with you. For example, you may miss a mandatory meeting/training, or we might need to address multiple absences or chronically arriving late to your shift with you.
 - For the first instance of a behavior that doesn't align with the expectations of the role, your supervisor or a staff member will address it with you verbally.
 - If the behavior continues, your supervisor will provide you with an email to include dates and details of these concerns. We refer to this as probation status.
 - If we reach the unfortunate circumstance of having a behavior continuing beyond probation status, your employment with the **Career Center** will be terminated. Your signature below confirms your understanding and agreement.
 - The following instances will result in immediate termination: falsifying timesheet, showing up to work under the influence, theft, insubordination, sexual harassment and an unexcused absence (no call, no show).

Please let me know if you have any questions or need clarification on any of the above!

Wishing you a great spring semester,

Gina

Gina Sims
 ASC, Office Coordinator
 on behalf of the Career Center

I have read and understand this Agreement:

 Signature

 Date