

# Career Services

5000 Holmes

Atterbury Student Success Center- Floor 2

Kansas City, MO 64110

(816) 235-1636

# Student Worker Training Manual





# University of Missouri-Kansas City Career Services

**WELCOME TO CAREER SERVICES!** The following policy manual has been developed to help guide you through an understanding of what is expected of you and what you can expect from us. This manual is by no means all-inclusive and we reserve the right to add or delete information as needed. As part of your employment with the Career Services, you will have the opportunity to review and make suggestions toward the improvement of this guide. Your input is desired and invited.

## Conditions of Selection

Student Worker (work-study) positions are open to currently enrolled students of the University of Missouri-Kansas City who have been awarded work study. Potential applicants must have a desire to develop leadership and career development skills.

Additional requirement:

- Friendly, professional, and service oriented
- Ability to work with minimum supervision
- Available to work 15-20 hours per week
- Attend scheduled training sessions

The following criteria will be met to maintain status as a Student Worker:

- Attend scheduled training
- Present a professional appearance while representing Career Services
- Observe proper office etiquette

## Description of Department

The Career Services department assists and supports student career development at all stages. We sponsor on-campus recruiting, career fairs, career counseling, resume critique and other job search

strategies. We are open year-round, including summer session. Our normal business hours are 8 a.m. – 7 p.m., Monday-Thursday and 8 a.m. – 5 p.m. on Friday during the school year. We are open 8 a.m. – 5 p.m. Monday–Friday in the summer.

## Evaluations

Reviews of work will be handled on an on-going basis. Unsatisfactory performance will be handled in the following manner: you will be notified of dissatisfaction and provided with specifics in terms of improvement; you will have ample opportunity to discuss the performance problem and to fully participate in recommendations for improvement. You will also be reviewed on a semester basis. It is our goal for this to be a rewarding and successful learning experience. We are here to support and assist you with your own career development.

## Common UMKC Dept Numbers

UMKC HelpLine	2222
Bloch Career Services	5529
Admissions	1111
Welcome Center	8652
Campus Police	1515
UMKC Central	6000
Cashiers	1365
Counseling Center	1635
Financial Aid	1154
Student Health & Wellness	6133
Human Resources	1621
Operator	1000
Registration & Records	1125
International Student Affairs	1113
Student Involvement	1407
Facilities	1411

## Student Computer Bank

### Username

XXXXXX

### Password

XXXXXXXX

### User domain should be

UMKC-users

### **Entering Current Students in RCN:**

Only if they aren't already in the system and they **MUST** have their student number and SSO (if they don't have it send them to Pathway to look it up)

Currents students **MUST** use their **UMKC** email address

After you enter the required information (UMKC SSO, Student Number, Name, Email Address, Full Address and Phone Number) hit save.

### **How to find student numbers in Pathway:**

Go to Campus Personal Information then go to Demographic Information and the ID Number is right there. You **should not** do this for them because of FERPA but you can tell them the process.

### **Entering Alumni in RCN:**

After you enter the required information (Name, Email Address, Full Address and Phone Number) hit SAVE

Then go to ACCOUNT enter their password then hit SUBMIT and they should be able to sign-in to RCN.

## Timesheets

Timesheets will be on the supervisor's desk. You will sign in when you arrive and sign out when you leave. This allows me to see you are here and promotes accountability. If illness or other unavoidable circumstances make it impossible for you to work email me: [vowiell@umkc.edu](mailto:vowiell@umkc.edu) If you will be more than 15 minutes late, call me: 235.5427

### **Definition of Student Worker**

Career Services Student Worker is a student employee of Career Services who has been trained and designated to assist currently enrolled students seeking services through our office. Student workers will assist primarily in an administrative capacity and will provide excellent customer service. In addition, the Student Worker will develop in-depth knowledge of Roo Career Network- [umkcroocareernetwork.com](http://umkcroocareernetwork.com) as well as [www.career.umkc.edu](http://www.career.umkc.edu).

### **Terms of Service**

Career Services seeks students who will make a long-term commitment, actively participate in training, and represent the Career Services office in a professional manner.

### **Expectations**

Student Workers are vital to the function of Career Services and will be treated as professionals in this area. Student Workers will be treated with respect and will be expected to treat other Student Workers, office staff, and clients in the same manner.

Due to the nature of our work and the diverse student population we serve, it is important to keep student/client information confidential. Students/clients should only be discussed in supervision to find out how to better serve them.

## Dress Code/Conduct

Student Workers will dress neatly and will conduct themselves in a professional manner while in the Career Services office and when representing Career Services on campus. Dress code includes:

- **Proper business casual attire**
- **Clothes should be clean and neat**
- **No short shorts, short skirts, halter tops, top crops or other revealing clothing**
- **No t-shirts with writing**
- **No hats**
- **No sweatpants or sweatshirts**
- **No work out outfits**
- **No leggings**

## Business Etiquette

The first impression of Career Services will be made within the first few seconds of a client's arrival. Therefore, it is imperative that we follow specific rules to create a pleasing first impression.

- You will be trained as a professional and will be expected to conduct yourself in this manner.
- Clients will be greeted as soon as they enter the reception area
- Clients should be given consistent, correct, courteous service
- Good listening skills are essential – please listen and offer solutions
- Seek the assistance of a senior staff when in doubt of the correct answer
- You will also be required to complete a divisional customer service training
- No eating at the front desk.
- Unless requested by a staff member, it is expected you will not be on social networks sites during your shift.

## Assignments and Training

Career Services staff will provide in-house training on an ongoing basis. Weekly meetings may be part of your normal 15-20 hours per schedule. You will be assigned special projects periodically to work on throughout the semester.

## Common Duties

Our office functions to serve students in need of career development. Common duties include answering questions either in person or on the phone about the scope of services provided by Career Services. You may also maintain the library and refer students to the proper services, including other departments.

## Breaks/Lunch

You are entitled to a 15-minute break for each 4-hour block of time you work.

## Attendance/Time Off

We count on our Student Workers to be at work on time and to provide services to the students who seek assistance. It is vital to the functioning of the Career Services that you notify us when you will **NOT** be available to work.

When requesting time off, please try to give us at least one week's notice (when possible). If ill, call the front desk (816-235-1636) and your direct supervisor, LaRae Vowiell, (816-235-2588) on day in question.

## Phone Calls

**Business** – These calls should be handled in a professional manner.

**Scheduling appointments** – Direct them to Roo Career Network to schedule their appointments. If able, look them up in RCN to make sure they have an active account. This is especially important for alumni.

**Messages** – Should be taken if necessary and should be clearly written and delivered to the intended party as soon as possible. Be sure that you transfer calls to the appropriate staff person.

**Personal** –Please put your cell phone on silent or vibrate. If you are in front and need to make a personal call, please step around the wall. Keep texting to a minimum.

## **Computer Usage**

Our office has a bank of computers that are designated for student use. In the event you are working on one of these computers and it is needed by a student, please let him/her have first priority.

## **Scheduling Appointments**

We have several career counselors in our department. Students/Alumni can schedule their appointments online through (RCN) Roo Career Network. We **ONLY** see current students and alumni. Community members should be referred to our website for community agencies.

When signing in, students will need to swipe their student ID cards and alumni will need to enter their username (typically email address). If students don't have their ID cards they will need to enter their student ID number.

**Career Services Website** [www.career.umkc.edu](http://www.career.umkc.edu)

**Roo Career Network** [www.umkcroocareernetwork.com](http://www.umkcroocareernetwork.com)

**Career Services office number-** 816-235-1636