



Union Services

STUDENT EMPLOYEE HANDBOOK

Fall 2018

Section I: Introduction

1.1 Disclaimer

This document is not a contract and does not encompass all policies of The University of Texas at El Paso (UTEP). Nothing in this handbook is intended to create a contract of continued employment, employment for a specified term, or any contractual obligation or legally enforceable obligations on the part of UTEP, the Division of Student Affairs, or Union Services. Your employment is completely voluntary and may be terminated by either you or Union Services *at will*, with or without cause or prior notice, at any time.

1.2 Welcome

Welcome to the Union Services family! As a student employee at Union Services, you play a vital role in our success. We are a customer service-oriented department, and to most of our customers, our student staff is the face of Union Services. In order to serve you better, this Employee Handbook has been prepared to help you perform your job to the best of your ability. This Handbook covers fundamental policies and procedures such as general office functions, time and attendance policies, behavioral expectations, emergency procedures, and more. As an employee, you will be expected to know and apply the contents of this Handbook on a daily basis. Remember, your experience as a student employee will serve as part of the educational and professional foundation upon which your future career will be built. Our primary goal is to provide you with the skills you need in order to succeed as a professional in whatever field you choose to pursue. We are excited to have you join our team, and we look forward to working with you!

“Students First!”

1.3 Organizational Structure

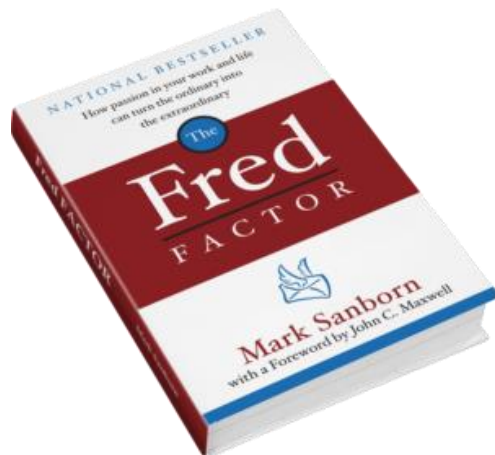
Union Services is a department within the Division of Student Affairs at The University of Texas at El Paso (UTEP), part of the University of Texas (UT) System. Our student staff report to their respective supervisors and coordinators, who in turn report to the Assistant Director and Director. Our Director reports to the Associate Vice President for Divisional Operations, who in turn reports to the Vice President for Student Affairs.

1.4 Our Services

Our department is responsible for the management of the Union Building (East and West) and the El Paso Natural Gas Conference Center (EPNGCC). Many departments and services call our buildings home, including Sodexo Food Services, the Cyber Café, the UTEP Dinner Theatre, Enterprise Computing, and most of the other departments within the Division of Student Affairs. These “tenants” are our customers, along with the hundreds of students, faculty, community members, and other guests who visit the Union on a daily basis. Our buildings also house numerous meeting rooms, conference centers, and other spaces that can host a variety of events. These spaces may be reserved by University departments, Registered Student Organizations (RSOs), and other groups including third-party organizations. Some of the services our staff provide include, but are not limited to:

- Custodial and basic maintenance services
- Event scheduling and management
- Setup and teardown of furniture and audiovisual equipment
- Basic technical support
- Visitor assistance via the Information Center
- Supervision of student lounges and common areas
- Other services as directed

1.5 The Fred Factor



Exceptional customer service lies at the heart of everything we do at Union Services. This philosophy is best illustrated by *The Fred Factor*, a principle developed by bestselling author and motivational speaker Mark Sanborn and outlined in his book of the same name. Every employee is provided a copy of this book and expected to apply its lessons on a daily basis at work. We empower and encourage every employee, regardless of which job he or she may have, to “Be a Fred” by doing the absolute best work he or she possibly can with positivity and enthusiasm. Maintaining this kind of attitude among our staff ensures that our customers receive the best service possible. Are you a Fred? We hope so!

Section II: Time and Attendance

2.1 Timeliness

Our success as a department relies on the commitment of our student staff to be at work, as scheduled, on a consistent and reliable basis. Each employee is expected to arrive at work on-time and fully prepared to begin work at the start of his or her scheduled shift. If you punch in one minute or more past your scheduled start time, you will be considered late. If you clock in on-time but then take an excessive amount of time to use the restroom, fix your appearance, or otherwise prepare yourself before starting work, you will be considered late. Excessive lateness will result in disciplinary action up to and including termination of employment. Leaving before the end of your scheduled shift without the permission of your supervisor will be handled in the same manner.

2.2 Breaks and Overtime

As per UTEP's [Student Employment Guidelines](#), student employees may not work more than 19 hours in a single week while school is in session or more than 8 hours in a single day. Additionally, employees may not work 7 hours or more without a break. For these reasons, it is crucial that employees only work their scheduled shifts and take all breaks as directed in their entirety. No employee may punch in early or work beyond their scheduled shift without permission from his or her supervisor. Employees may not be compensated for time worked without authorization.

2.3 Time Clocks

Student employees are required to punch in and punch out at the beginning and end of every shift using the time clock located in the Union Services office (UNE-307). Each employee is responsible for accurately recording his or her work time by punching in and out. Forgetting to punch in or out, or being unable to do so due to time clock malfunction or other problem, is considered a *missed punch* and must be reported immediately to your supervisor.

2.4 Time Sheets

At the end of every pay period, each student employee is required to complete a [CASUAL LABOR / HOURLY / WORKSTUDY TIME RECORD](#) (Figure 2.1) to document the number of hours worked during that period. Employees are provided copies of their work schedules and time clock reports for reference when completing time sheets. Time sheets must be completed and turned in to your supervisor on the last business day of each pay period. Turning in your time sheet late may result in your paycheck being delayed. No employee may complete another employee's time sheet. Deliberately falsifying information on a time sheet, including (but not limited to) the completion of another employee's time sheet, will result in disciplinary action up to and including termination of employment.

Figure 2.1: Sample time sheet



**THE UNIVERSITY OF TEXAS AT EL PASO
CASUAL LABOR / HOURLY / WORKSTUDY TIME RECORD**

John Doe
Employee Name

Union Services
Department

600XXXXXXX
UT EID

Undergraduate Assistant I/II
Job Title

Student Affairs
Division

May-17
Month/Year

Work Schedule							
	IN	OUT	IN	OUT	IN	OUT	TOTAL
Sunday							0:00
Monday							0:00
Tuesday							0:00
Wednesday							0:00
Thursday							0:00
Friday							0:00
Saturday							0:00

Classification (Please Check One):

- Casual Labor
- Hourly
- Workstudy
- Job Code 10070
- Pay Rate \$7.25 /hr

Week of: _____

	S	M	T	W	R	F	S	Total
# Hrs worked								0
Weekly Totals								0

Week of: _____

	S	M	T	W	R	F	S	Total
# Hrs worked								0
Weekly Totals								0

Week of: _____

	S	M	T	W	R	F	S	Total
# Hrs worked								0
Weekly Totals								0

Week of: _____

	S	M	T	W	R	F	S	Total
# Hrs worked								0
Weekly Totals								0

Week of: _____

	S	M	T	W	R	F	S	Total
# Hrs worked								0
Weekly Totals								0

Pay Period (Please Check One):*

- 1st-15th
- 16th-31st
- *Check both if time being documented is for the whole month.

TOTAL HOURS WORKED	0
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I hereby certify that the information provided is true and correct. I understand that falsification of time records may result in disciplinary action up to and including termination.

Employee Signature Date

Supervisor Signature Date

Director/Department Head Signature Date

With few exceptions, you are entitled, on your request, to be informed about the information UTEP collects about you. Under Section 552.021 and 552.023 of the TX Govt. Code, you are entitled to receive and review the information. Under Section 559.004 of the TX Govt. Code, you are entitled to have UTEP correct information about you that is held by us and that is incorrect, in accordance with the procedures set forth in the UT System Business Procedures Memo 32. The information that UTEP collects will be retained and maintained as required by TX. Records retention laws and rules (Section 441.180 et seq. TX Govt. Code). Different types of information are kept for different periods of time.

2.5 WhenToWork®

Our department uses WhenToWork.com (W2W) to publish student employee work schedules and to manage time-off requests, shift trades, and all other scheduling matters. The W2W site is compatible with most mobile browsers, and a W2W mobile app is freely available for iOS and Android devices. Each student employee is provided a W2W account associated with his or her UTEP email address. Employees are notified via email when schedules are published or changed, when shift trades are requested, and when requests for trades or time off have been approved or denied by a supervisor. The schedule for each work week (Monday - Sunday) is typically published no later than 5:00 p.m. on Wednesday of the previous week. Schedules often change each week in order to accommodate the needs of the department; it is your responsibility to be aware of your work schedule. Problems accessing or using WhenToWork should be reported to the Office Supervisor.

2.6 Student Availability

As a student employee, your academic success is of utmost importance. Each student employee must provide his or her supervisor with a class schedule, to include any final exams or other special meeting times, no later than two weeks prior to the first day of class so that the necessary accommodations can be made. If your supervisor does not have your class schedule, you will not be scheduled to work. You may additionally request your supervisor to accommodate other extracurricular activities, secondary employment, or other personal activities. These accommodations will be made at the discretion of your supervisor. Changes in availability due to added/dropped classes or other life events must be submitted to your supervisor **no later than 5:00 p.m. on Monday** preceding the effected work week. If you fail to notify your supervisor of a change in availability and are thus unable to work a scheduled shift, it is your responsibility to make the necessary arrangements (see [Section 2.8](#)).

2.7 Time-Off Requests

Time-off requests for academic, extracurricular, or other activities such as travel may be submitted via WhenToWork **no later than 5:00 p.m. on Monday** preceding the effected work week. Time-off requests are either approved or rejected at the discretion of your supervisor, who may require you to revise your request before it is approved. Time-off requests that are submitted after the effected work schedule has been published will be denied. Do not assume your time-off request has been approved until you receive a confirmation email from W2W. If your time-off request is not approved and you fail to come to work, you will be considered absent (see [Section 2.10](#)).

2.8 Covering and Trading Shifts

In the event that an employee is unable to work a scheduled shift, he or she may use W2W to request to have another employee cover the shift (cover request) or trade shifts with another employee (trade request). It is recommended that employees coordinate these arrangements with each other *and* their supervisor before submitting the request(s) to W2W. No cover or trade request which requires an employee to work during class or exceed his or her maximum weekly hours will be approved. Do not assume a cover or trade request has been approved until you receive a confirmation email from W2W. If your cover or trade request is not approved and you fail to come to work, you will be considered absent (see [Section 2.10](#)).

2.9 Running Late

If you know you will be unable to make it to work on-time, you must notify your supervisor via phone call no later than 15 minutes prior to the start of your shift. Text and voicemail messages do not constitute proper notice. Failure to provide timely notice with a valid reason for being late will be treated as tardiness (see [Section 2.1](#)).

2.10 Absence and Calling-In

In the event an illness or emergency prevents you from working your scheduled shift and you are unable to arrange a cover or trade, you must notify your supervisor via phone call no later than one hour prior to the start of your shift. Text and voicemail messages do not constitute proper notice. Should you fail to come to work without providing timely notice and a valid reason for missing work, you will be considered absent. Repeated unexcused absence will result in disciplinary action up to and including termination of employment. In the event an employee misses an entire shift and does not contact the Union Services office within 24 hours after his or her scheduled start time, the employee will be considered to have abandoned his or her position and will be dismissed.

2.11 Emergency Closures

In the rare event that inclement weather, a security threat, or other dangerous situation requires the University to be closed, you will be notified by your supervisor via phone call or text message with instructions. Unless such notification is received, employees should make every effort to make it *safely* to work. If you have any questions or concerns about your ability to safely come to work, notify your supervisor immediately.

Section III: Provisions

3.1 Overview

We equip our student employees with a variety of tools and resources in order to help them succeed at work. Most of these provisions are shared among the entire staff, so it is each employee's responsibility to take care of these resources and maintain them in good working order.

3.2 Computers

Union Services provides computers for use by our student employees, such as those at the Front Desk, the Information Center, individual offices, and portable laptops. These computers, like all UTEP-owned devices, are property of the State of Texas and are subject to monitoring and security audits at any time. Employees must adhere to all University computing policies while using devices owned by UTEP. Student employees may not download or install any kind of software on a Union Services computer without permission from a supervisor. Violation of these policies will result in disciplinary action up to and including termination of employment. Problems with a UTEP computer should be reported to your supervisor. If he or she is unable to resolve the problem, a request will be submitted to the Helpdesk.

3.3 Landline Phones

All UTEP phones use Voice-Over-IP (VOIP) to make and receive calls over the University's data network. In most cases, each phone is paired with a computer and the two share a single network connection. All UTEP phone numbers begin with 915-747, followed by a four-digit extension. For example, to call Union Services from off-campus or from a mobile phone, you would dial 915-747-5711. To call Union Services from another UTEP phone, you need only to dial the extension, or 5711. To place a local call from a UTEP phone, you must dial 9 followed by the seven-digit phone number. **To make an emergency call, dial 911.** Student employees are not permitted to place long-distance calls from a UTEP phone unless specifically instructed to do so by a supervisor. Landline phones may only be used for work-related business; do not place personal calls with a UTEP phone. Problems with a UTEP phone should be reported to your supervisor. If he or she is unable to resolve the problem, a request will be submitted to the Helpdesk.

3.4 Multi-Function Printer (MFP)

The MFP located in the Union Services office serves as a printer, copier, scanner, and fax machine. All Union Services computers will print to the MFP by default. Documents can be scanned and sent as an attachment to any UTEP email address. Documents may be faxed to other UTEP fax numbers by entering the four-digit extension or to local recipients by entering 9 followed by the seven-digit fax number. Student employees are not permitted to send long-distance faxes unless specifically instructed to do so by a supervisor. All fax transmissions must be recorded on the Fax Log kept near the MFP. Guests who are associated with an event may use the MFP for a nominal fee. When performing MFP services for a guest, you must track the types and quantities of work performed and report them to the Scheduling Coordinator or Scheduling Assistant.

3.5 Two-Way Radios

Our staff use two-way radios to communicate with each other while working throughout our facilities. Radios are the property of Union Services and are not to be removed from the workplace under any circumstances. Each employee is responsible for keeping the radio in his or her possession and turned on at all times while working, and for returning the radio to its charger or handing it off to another employee at the end of work. Certain situations may require the use of an earpiece for privacy; this will be provided by your supervisor as needed. Radio range is limited and may not be sufficient for remote locations such as the EPNG Conference Center.

Figure 3.1: Basic features of two-way radios used by Union Services



*Using the push-to-talk (PTT) button to speak into the radio is called **keying** the radio. Only one radio can be keyed at any given time. If two or more radios are keyed simultaneously, they will jam each other and none of the messages will be clearly heard.*

Radio communication must be brief, clearly stated, and strictly work-related in order to minimize “chatter” that prevents others from using the radios. Users must keep in mind that everyone, including our customers and the general public, can easily listen to our radio communications. Thus, information that is private, confidential or sensitive in nature must never be shared over the radio. Under no circumstances are crude humor, profanity, or derogatory remarks of any kind permitted on the radio. A radio that becomes lost, stolen, damaged, or non-functional must be reported immediately to the Office Supervisor. Violation of these policies will result in disciplinary action up to and including termination of employment.

*Attempting to key a two-way radio with another active radio nearby will create a high-pitched squeal called **feedback** that can damage listeners' hearing. Move away from or turn off nearby radios before keying your radio.*

3.6 Keys

While at work, student employees are provided keys in order to access meeting rooms, storage areas, supplies, and other areas as required. Keys belonging to Union Services are not to be removed from the premises or shared with anyone outside the department under any circumstances. If you are instructed to grant access to such a person, do not hand over a key; you must open the lock for them. Certain student employees, such as those responsible for opening and closing buildings, may be issued one or more keys to be kept personally in order to access and secure facilities. University keys issued to a student employee are not to be shared with anyone under any circumstances. Unauthorized duplication of University keys is a violation of state law and subject to prosecution. Each employee is responsible for maintaining possession of all University-issued keys and safeguarding them from unauthorized use. Keys which become lost, stolen, or damaged must be reported immediately to the Director. Violation of these policies will result in disciplinary action up to and including termination of employment.

3.7 Work-Issued Clothing

Employees of Union Services are often issued personal clothing items to be worn at work or for other purposes. Unless specifically indicated otherwise, these articles remain the property of Union Services and must be returned at the conclusion of employment. Each employee is responsible for maintaining his or her work-issued clothing in a clean and presentable condition, ready to be worn as required.

3.8 Break Area

The Union Services office (UNE-307) includes a small area for taking breaks, eating meals, working on homework, etc. A refrigerator, coffee maker, microwave, hot and cold filtered water, and disposable utensils are provided as a courtesy to our employees. Meals and breaks may not be taken at the Front Desk or the Information Center. Food should not be consumed at your work station. Employees are welcome to use the break area and are expected to clean up after themselves when finished. Items may not be left in the refrigerator indefinitely; unclaimed items will be thrown out during regular cleanings. Food should always be covered when using the microwave, and any messes made inside the microwave must be promptly cleaned up. Employees are encouraged to use their own re-usable utensils and containers for food and beverages in order to minimize waste. The break area should be left in the same clean and organized condition in which it is found, or better. Use of the break area and its contents is a privilege which will be revoked if these guidelines are not respected.

3.9 University Vehicles

Our department owns two (2) vehicles for business use. These may be operated by any Union Services staff member who has satisfactorily completed the Safe Driving Course offered by the UTEP Police Department within the last three (3) years. While operating a University vehicle, all occupants must wear seat belts at all times. Smoking and animals are not allowed in University vehicles at any time. Before driving a University vehicle, the driver must fill out the mileage log that is kept in the vehicle.

Section IV: Communication

4.1 Overview

Healthy communication between supervisors and employees is crucial to the success of every organization and its members. We are committed to providing our student employees with the skills they need in order to succeed in the workplace, including the ability to effectively communicate in a professional environment. Every supervisor in our department maintains an *open-door policy* with his or her student employees, which means you are welcome at any time to approach them with questions, concerns, complaints, or feedback of any kind. Each employee of Union Services is encouraged to practice regular, open, honest communication with his or her supervisor. We are here to help you succeed!

4.2 Email

Our department uses UTEP email as the primary method of communication among our staff and student employees. As per University policy, all work and school-related email should be sent only to and from UTEP email addresses, which are those ending in *@utep.edu* or *@miners.utep.edu*. Employees are required to check their UTEP email regularly, preferably at least once per day and more often while at work. Like the contents of UTEP computers, such email messages are subject to monitoring and public disclosure. As a representative of our department and the University, messages must be composed in a courteous and professional manner. The use of casual abbreviations (lol, tbh, btw, etc.) or emoji is strongly discouraged. Inappropriate content, including (but not limited to) crude humor, derogatory remarks, and profanity, may not be used under any circumstances. *When in doubt, keep it out.* For security purposes, email attachments that are unsolicited and/or from an unfamiliar source should never be opened. Problems with a UTEP email account should be reported to the Helpdesk.

4.3 Workplace by Facebook®

Workplace is a message board shared between staff and student employees with an interface that works much like your personal Facebook news feed. Supervisors regularly post important announcements, reminders, polls, and other information for the student staff. Each employee is provided a Workplace account associated with his or her UTEP email address. This account is completely separate from any personal Facebook account(s). All content is posted to a "Multi-Company Group" named *UTEP Union Services*. Like email, employees are required to check the group's news feed regularly, preferably at least once per day and more often while at work. While a certain degree of humor is welcome, all communication must be courteous, professional, and workplace appropriate. Problems accessing or using Workplace should be reported to the Office Supervisor.

4.4 Personal Phone

All employees are required to register their personal mobile phones with the UTEP Miner Alert system. Additionally, each student employee should enable his or her mobile phone for Urgent Text Alerts from [WhenToWork](#). While at work, the two-way radios should be used for general workplace communication and phone calls should be made using UTEP landline phones. If, while working, you must make a phone call to a coworker and no landlines are available (such as at the EPNG Conference Center), your mobile phone may be used to call the appropriate UTEP extension. For more about using your personal mobile device at work, see [Section 5.4](#).

4.5 Meetings

As an employee of Union Services, you will occasionally be required to attend department-wide meetings, training sessions, and other group activities. Unless otherwise stated, these meetings are mandatory for all student employees. Your supervisor may elect to hold additional team meetings on a regular basis or as deemed necessary. Employees are expected to arrive for all meetings on-time and prepared to take notes, engage in group activities, and actively contribute to discussions with an attitude of respect, courtesy, and professionalism (see [Section 5.3](#)).

4.6 Grievances

As previously stated, your supervisor's door is always open to you should a problem, question, or concern arise. In the event a disagreement, confrontation, or other grievance arises between you and a coworker, customer, or your supervisor, you are encouraged to approach your supervisor as soon as possible to address the situation. In the vast majority of cases, such grievances are results of simple misunderstandings that can be easily resolved with an open discussion. If you and your supervisor are unable to reach a satisfactory resolution, the issue will then be addressed to the next level of management or to an appropriate third party. Remember, your supervisors are here to teach you and guide you to professional maturity. In order to achieve the greatest possible growth, each employee must seek to learn, adjust, and be receptive to feedback and constructive criticism from supervisors and other mentors.

4.7 Abbreviations

Below are some of the most common abbreviations and acronyms used by Union Services staff. While these make our own departmental communications easier and more efficient, such abbreviations should be avoided when communicating with guests and others outside the department to ensure clarity and professionalism.

Table 4.1: Abbreviations commonly used within Union Services

Abbreviation	Meaning	Notes
AV, A/V	Audiovisual	Refers to sound systems, projectors, and related equipment
BTSC	Building and Technical Services Coordinator	Staff member who leads the SBOS team
CAPS	Counseling and Psychological Services	Located in UNW-202
CASS	Center for Accommodations and Support Services	Located in UNE-106
EMS	Event Management System	Software used to manage reservations and generate reports
EPNG(CC)	El Paso Natural Gas (Conference Center)	Building across from the Library with dining services and event space
NP	North Plaza	Area of Union Plaza closest to Kerbey Avenue with an outdoor stage
OIP(SA)	Office of International Programs (and Study Abroad)	Located in UNE-203
OSCCR	Office of Student Conduct and Conflict Resolution	Located in UNE-303; pronounced <i>oss-ker</i>
PD	Police Department	Refers to UTEP campus police
PnS	Pick 'N' Shovel	Dining facility located on second floor of Union East
RSO	Registered Student Organization	May reserve space at the Union via Mine Tracker
SBOS, Sup	Student Building Operations Supervisor	Student staff who monitor facilities and setup/tear-down equipment
SELC	Student Engagement and Leadership Center	Located in UNW-106
SGA	Student Government Association	Located in UNE-304
SP	South Plaza	Area of Union Plaza closest to the Liberal Arts Building
TRCC	Tomás Rivera Conference Center	Our largest event space, located in UNE-308; not "Thomas Rivera"
UDT, DT	UTEP Dinner Theatre	Located on second floor of Union West
UNE*	Union Building East	Wing of the Union Building closest to the Hilton Garden Inn
UNW*	Union Building West	Wing of the Union Building closest to Centennial Plaza
US	Union Services	Our department, located in UNE-307
VPSA	(Office of the) Vice President for Student Affairs	Located in UNE-301

*When followed by a single digit, denotes a specific floor level

Section V: Performance and Conduct

5.1 Overview

As a student employee, your primary objective should be to learn how to conduct yourself in a professional business environment. These habits and skills will be vital to your success in whatever career you choose, and our job is to teach them to you. The rules and expectations set forth in this section and elsewhere in this Handbook are a reflection of that goal. By learning how to effectively do your job while abiding by policies like these, you will be fully prepared to enter the professional workforce. If you require clarification or guidance on any of these policies, ask your supervisor.

Employees of Union Services must adhere to all policies of the University of Texas at El Paso and the Division of Student Affairs as outlined in the [UTEP Handbook of Operating Procedures](#). Employees are encouraged to familiarize themselves with all applicable policies and procedures.

5.2 Appearance and Dress

The dress code for all student employees of Union Services is *business casual*. Clothing should never reveal your back, chest, feet, stomach, underwear, or excessive cleavage. Torn, dirty, wrinkled or damaged clothing is unacceptable. Wording, images, or other graphics that may be considered offensive are prohibited. Unless otherwise directed, jeans may only be worn on Fridays and must be free of rips and holes. Dress and skirt length should permit you to sit comfortably in public. Shoes must be closed-toe and free from stains and major damage. Hair should be of a natural color and not messy; facial hair is permissible for men but must be neatly groomed. Jewelry and makeup should be conservative and in good taste with limited visible body piercings or tattoos. Colognes and perfumes should be used sparingly, if at all. Hats and sunglasses may be worn while working outside but are otherwise prohibited in the workplace unless dictated by religious or cultural tradition or a medical condition. Examples of other inappropriate items include, but are not limited to: Sweatpants, active wear, shorts, leggings (unless worn under a skirt or dress), overalls, mini-skirts, skorts, sun dresses, spaghetti straps, tank tops, midriff tops, halter tops, sweatshirts, t-shirts (except as an undergarment), flashy athletic shoes, sandals, and slippers.



Figure 5.1: Examples of business casual attire for men and women

These guidelines are not exhaustive and each employee must exercise his or her best judgment when dressing for work. If you question whether your attire is appropriate for work, it probably is not. Should your supervisor determine that your attire does not meet business casual standards, you will receive a verbal warning. If the problem is severe or persistent, you may be sent home to change clothes. Continued violation of the dress code will result in disciplinary action up to and including termination of employment.

5.3 Etiquette

Every employee is expected to behave in a professional, courteous, and respectful manner at work. Visitors, customers, and callers on the phone are to be addressed as *sir* or *ma'am* or, if known by name, as *Mr./Ms./Dr. [Last Name]*. Union Services staff or other more familiar persons may be addressed by first name, but the *Mr./Ms.* prefix should still be used. Phone calls should be answered with the following phrase: *Thank you for calling Union Services! This is [your first name]. How may I help you?* When talking on the phone or composing an email, use language that is appropriate and professional with proper grammar and spelling/pronunciation. The use of language that is disrespectful, rude, profane, offensive, or threatening will not be tolerated. When attending meetings, training sessions, lectures, or other functions, employees are expected to display the utmost courtesy and respect by listening attentively, participating in group activities, and refraining from disruptive behavior like talking or using phones during presentations.

5.4 Mobile Devices

Personal electronic devices including (but not limited to) mobile phones, tablets, notebook and netbook computers, music players, headphones, earbuds, and gaming systems are not to be used while working. Employees are permitted to keep mobile phones with them at work for emergency use, but these devices must remain out of sight and in a silent mode. The only exception is when working at the EPNG Conference Center or another location out of radio range and without access to a landline phone. In these cases, your personal mobile phone may be used to contact the office or a coworker if necessary for work-related purposes. Your supervisor may also need to reach you in such a situation, so employees are encouraged to carry their phones in these locations. Should you receive an urgent personal call at any time while at work, notify your supervisor so that appropriate accommodations can be made.

5.5 Food and Drink

Meals are to be consumed before or after work or during scheduled breaks; not while on the clock except when part of a work function. Food and beverages other than water are not permitted at the Front Desk or the Information Center, even while off the clock. If you have a need to consume something other than water at work, arrangements should be made with your supervisor.

5.6 Visitors

It is important that each employee remain focused on his or her work and readily available to assist our customers while on the clock. For this reason, employees are to avoid receiving visits of a personal nature at work, such as those from friends, family, classmates, and significant others. Employees of Union Services who stop by while off the clock are considered visitors and should be treated as such. If a visitor arrives with urgent business such as a family emergency, notify your supervisor so that appropriate accommodations can be made. Visitors must never be allowed to congregate or "hang out" near the Front Desk or the Information Center so as not to disrupt our ability to provide prompt service to our customers.

5.7 Homework

When business is slow, there may be times when student employees are permitted to study, work on homework, or conduct other academic business while on the clock. These opportunities are provided to you as a courtesy, solely at the discretion of your supervisor, in order to encourage and support your success as a student. While on the clock, you are required to complete all work tasks in their entirety *and* obtain permission from your supervisor before conducting any school-related activity. This privilege will be immediately revoked from employees who violate these rules or otherwise abuse it.

5.8 Personal Belongings

Personal items like backpacks, purses, computer bags, and other articles may not be kept on or under the Front Desk or any countertop at the Information Center. These items are to be put away in the drawers provided. Employees are not permitted to keep personal belongings at work; they must be taken with you when you leave. Union Services will not be held responsible for lost, stolen, or damaged personal property that is left overnight or not properly secured while at work.

5.9 Performance Evaluations

At the end of each academic year, you will receive a Student Employee Performance Evaluation to be completed with your supervisor. You will be asked to rate yourself in several key areas of job performance and comment on your overall performance, objectives, and expectations. Your supervisor will rate each key area as well as your overall performance, provide comments and recommendations, and help you establish goals for the upcoming year. Performance evaluations are prime opportunities to receive vital feedback and guidance from your supervisor regarding your professional growth, as well as to address concerns, present ideas and suggestions, and provide other feedback to your supervisor about your experiences on the job. You are encouraged to make the most of these opportunities by taking time to complete your portions of the evaluation to the best of your ability, preparing goals and ideas to discuss with your supervisor, and being open and receptive to feedback.

5.10 Academic Standing

In order to remain employed by Union Services, each student is required to maintain full-time status¹ with a GPA of 2.5 or greater and be progressing toward his or her intended degree. Your supervisor will review your academic standing at the end of each semester and students who are no longer meeting these requirements will be required to take corrective action in order to continue their employment. Continued failure to maintain adequate academic standing will result in dismissal.

¹As determined by the Office of Student Financial Aid; exceptions apply for students completing their final semester before graduation who are otherwise in good academic standing.

5.11 Title IX

Title IX of the *Higher Education Amendments of 1972* prohibits discrimination on the basis of sex in educational programs or activities that are federally funded. *Sexual misconduct* is a form of sex discrimination and includes sexual harassment, sexual violence, sexual assault, stalking, domestic violence and dating violence. Title IX protects students, employees, applicants for admission and employment, and other persons from all forms of sex discrimination. Union Services does not tolerate sexual discrimination or sexual misconduct of any kind. If at any time you believe you have been a victim of sexual discrimination, report the incident immediately to your supervisor. If, for any reason, you are not comfortable discussing the situation with your supervisor, you should contact the [Deputy Title IX Coordinator](#) in the Office of Student Life or the Office of the AVP for Student Support. Employees of Union Services who are found to have engaged in sexual discrimination as prohibited by Title IX will face serious disciplinary action up to and including termination of employment.

5.12 Disciplinary Action

Violation of any policy set forth in this section or elsewhere in this Handbook, or failure to comply with a directive or expectation set forth by your supervisor, will result in appropriate disciplinary action as determined by your supervisor. First offenses will generally be addressed with a verbal warning. Repeated or serious offenses will result in a written warning, signed and filed in your personnel record along with a plan for correcting the behavior to be developed and agreed upon by you and your supervisor. Insubordination which persists beyond these measures will be met with progressing disciplinary measures including (but not limited to) revocation of privileges, reduced work hours or pay, suspension, and termination of employment.

Section VI: Safety and Security

6.1 Overview

As managers of the Union Building and EPNG Conference Center, we are responsible for ensuring the safety and security of these facilities and their contents. Our student employees are often required to open and close buildings or to grant access to secure areas such as meeting rooms, storage areas, and offices. Visitors view our employees as figures of authority who can provide vital help and services when needed. In an emergency, you will be relied upon to execute evacuation procedures and provide assistance to building occupants. In these situations, you are responsible for knowing your job, the scope of your authority, and the procedures that are to be followed.

The University provides training on a wide variety of topics free of charge to UTEP students, faculty, and staff. These include CPR and Basic Life Support, Fire and Life Safety, Emergency Procedures, and other vital topics. All student employees will be required to participate in some of these courses, and each employee is encouraged to seek out any additional training that pertains to his or her role at Union Services.

6.2 Emergency Call Boxes

Yellow call boxes can be used to immediately contact the UTEP Police Department in an emergency. These call boxes should *only* be used in an emergency or other urgent situation. There is also a gray call box located in Union East near Mail Services that can be used to request a safety escort after hours. Emergency call boxes are located in the following areas:

- First floor lobby of Union West
- Union West main stairwell, all levels (across from the elevator)
- Second floor of Union West outside the UTEP Dinner Theatre office
- Second floor of Union East down the hall from the Office of International Programs
- Outside Union West along University Ave, near Centennial Plaza
- Inside all elevator cabs

Employees are encouraged to be familiar with the locations of these call boxes as this knowledge can be invaluable in the event of an emergency.

6.3 Defibrillators

The Union Building is equipped with two (2) Automated External Defibrillators (AEDs) to be used in the event of a cardiac (heart-related) emergency. One is located on the third floor of Union East in the lobby of the Tomás Rivera Conference Center and the other on the second floor of Union West outside the UTEP Dinner Theatre office. **These devices are only to be used by trained responders who are certified to operate them.**

6.4 Injuries

In the event a person becomes injured, notify campus police and your supervisor. If the injured person requires immediate medical attention, call **911**. Provide first aid *only* if you are qualified to do so. Do not, under any circumstances, permit yourself to come into contact with the blood or bodily fluids of an injured person. If you receive an injury while at work, even a very minor one, notify your supervisor immediately.

6.5 Evacuation

In the event a fire or other dangerous situation requires the building to be evacuated, the fire alarm will be activated. All alarms are taken seriously and require a complete evacuation of the building. **At the sound of the fire alarm**, every student employee should take the following steps:

1. Stop what you are doing, take a deep breath, and remain calm.
2. If you have a radio, turn it up and bring it with you.
3. If you've been provided a high-visibility vest, put it on.
4. Calmly but firmly direct all persons in the vicinity to the nearest exit.

Do not use elevators to evacuate the upper floors!
Elevators do not function during a fire. Use the stairwells.

5. When exiting a room, close the door behind you once you've confirmed the room is empty. Leave the door unlocked.
6. Proceed calmly to the nearest exit while directing others to do the same.
7. Exit the building and await instructions from your supervisor.
8. Do not re-enter the building for any reason until instructed to do so.
9. Do not leave the premises without permission from your supervisor.

If you encounter a person of limited mobility who is unable to evacuate, provide assistance *only* if you are able to safely do so. If you are not, then notify another staff member or, if necessary, contact emergency services.

6.6 Private Areas

Certain rooms and areas in and around the Union Building and EPNG Conference Center are off-limits to unauthorized personnel. These include (but are not limited to) mechanical spaces, electrical rooms, roofs and access hatches, kitchens, the sub-basement of Union West, and the outdoor upper-level walkways or "catwalks" around the perimeter of Union East. The north hallway on the first floor of Union East which runs behind the Union Cinema and Mail Services is also off-limits to the general public.

6.7 Unoccupied Rooms

Doors to event spaces such as meeting rooms, conference centers, the Union Cinema, and the gallery which are not reserved and in-use are to remain closed and locked at all times to protect the rooms and their contents from unauthorized use.

6.8 Lighting

All hallways, lounges, common areas, restrooms, and stairwells are to remain fully lit during operating hours. Lights should be turned off in offices, closets, and event spaces when those rooms are unoccupied. Some rooms are equipped with automatic motion-activated light switches; these switches should remain in the AUTO setting. Exterior lighting should automatically turn on after dusk. If you notice an exterior area that is poorly lit at night due to missing or broken lights, notify your supervisor.

Acknowledgement of Receipt

Please complete and sign this page and turn it into your supervisor. By completing and signing this document, I accept and acknowledge the following:

1. I have been provided a copy of the Union Services Student Building Operations Supervisor Employee Handbook.
2. My supervisor has reviewed with me the contents of this Handbook and adequately addressed any questions or concerns.
3. I will retain an up-to-date copy of this Handbook and refer to it as needed throughout my employment with Union Services.
4. As a student employee of Union Services, I will adhere to all policies, procedures, and guidelines described in this Handbook.
5. Failure to comply with the instructions and expectations of my supervisor(s), including (but not limited to) the contents of this Handbook, will result in disciplinary action as outlined in [Section 5.12](#) of this Handbook.
6. In the event I have any questions, concerns, disagreements, or any kind of grievance involving my employment at Union Services, including (but not limited to) the contents of this Handbook, I shall immediately address my concerns to my supervisor in accordance with the *open-door policy* described in [Section 4](#) of this Handbook.

Signature

____ / ____ / ____
Date

Name (Print)