



EXPECTATIONS & ACCOUNTABILITY

Welcome to the team! Your job as a University Housing Facilities (UHF) student employee is very important. Being a student employee offers a way to earn money and teaches you many great skills that will also boost your résumé. In addition, you have an opportunity to experience a feeling of pride and accomplishment in a job well done providing essential resident service. Your work as a student employee can be an excellent opportunity to lay the groundwork for a successful future.

To learn more about this important information, you can speak with your supervisor and/or refer to the student employee handbook available on the University Housing Human Resources website.

<https://www.housing.wisc.edu/jobs/student/>

UNIVERSITY HOUSING FACILITIES TEAM

University Housing Facilities provides many opportunities to work on campus in a variety of roles. We have positions in Building Services, Maintenance, Trades, Grounds, Operations, Interior Design, Key Shop, and Office Support. All these positions depend on you to help keep University Housing clean, comfortable, safe, and well-functioning. In your role, you will be responsible for completing all tasks assigned to you in a responsive, courteous, and productive manner. Dependability, teamwork, attention to detail, and a strong work ethic are a must in University Housing Facilities. We pride ourselves on providing great customer service to our internal and external customers and expect that you will do the same in your role.

University Housing has seven core values that drive the work we do in Housing Facilities:

- **Care** is the foundation of how we approach our work and how we treat others, including residents, guests, fellow employees and campus partners.
- **Creativity** is encouraged across the Division so that we may engage and build upon the shared knowledge we have.
- **Integrity** is essential in building and maintaining the kind of relationships and services we envision. Integrity is apparent by our words and our actions.
- **Optimism** grounds our intentions and thinking to create an environment that focuses on opportunities and positive outcomes.
- **Respect** for the dignity and diversity of people and ideas drives us to be inclusive in our thinking, our relationships, and our actions.
- **Stewardship** is demonstrated through our commitment to care for the human, financial and natural resources entrusted to us by our residents.
- **Excellence** is our goal. We strive to leave the place better than we found it. The quality of our work matters.



PROPER WORK ATTIRE

- Trousers, slacks, jeans, shorts, skirts and dresses are considered proper work attire. Hemmed bottoms of skirts or shorts must be visible below the hem of the shirt. Work clothing should not have stains or holes/rips in them.
- A University Housing name badge or Housing issued shirt must be worn at all times to identify you as an employee to our residents and other customers.
- University Housing Facilities supplies and requires many of the student employees to wear a University Housing T-shirt while working. Your supervisor will supply you with these shirts if they are required for your position.
- Warmer clothing may be worn over the uniform shirt if the employee remains identifiable via a name badge to customers.
- Staff must wear socks and closed-toe shoes, except when conducting office work. For safety reasons, no sandals or clogs are permitted. In general, no shoes that expose part of the foot or are difficult to keep on may be worn.
- Appropriate business casual clothing may be worn instead of the University Housing provided uniform for some positions, ask your supervisor for guidance.

BUILDING ACCESS & PUNCHING IN/OUT

Your student ID Wiscard is used to access most exterior/interior doors, elevators, retrieve work keys for appropriate positions, and to punch in/out at the timeclock; you must bring your student ID Wiscard to work with you every shift. Each employee must punch in themselves. If a punch in/out is missed or forgotten, you are required to fill out the applicable exception report form or email the exception report details to your supervisor. Your supervisor will make these available to you.

If your Wiscard becomes lost, report it to your supervisor immediately and utilize exception reports instead of punching in/out in the interim. Navigate to <https://wiscard.wisc.edu/id-card/suspend-a-lost-wiscard/> to suspend your Wiscard. To obtain a replacement Wiscard, visit the Wiscard office in Union South. The employee is responsible for the cost of the replacement Wiscard.

KEYS AND ACCESS

University Housing takes the safety and security of its residents, guests, and staff very seriously. Student employees are personally responsible for keys and access cards issued to them. Keys and access cards are to be used and kept only by the person they are assigned to and attached in a secure manner to the person's body. All non-take-home work-issued keys must be returned to their assigned secure location at the end of every shift, including lunch breaks that are taken off your work site. If these keys leave the work unit you are assigned to, you must report it to your supervisor immediately and you must keep calling until a supervisor is reached. If a key or access card is lost or misplaced, report it to your supervisor immediately; if a key or access card is used to access areas outside of designated work areas or designated work times, such action may be subject to the discipline process as outlined later in this handbook. **DO NOT LEND KEYS OR ACCESS CARDS TO**



ANOTHER PERSON AND/OR DUPLICATE UNIVERSITY KEYS; such action may be subject to the discipline process up to and including termination.

BREAKS

You are granted one 15-minute paid break per 4-hour shift. Employees may have the option and/or be required to take a 30-minute (or longer, with permission) unpaid lunch if working 6 hours or more per shift.

Your supervisor will inform you if you need to punch in/out for your unpaid lunch or if the time will be deducted automatically. The supervisor will determine and communicate when your paid breaks and unpaid lunch must occur based upon operational need. All breaks/lunches must be taken in designated break rooms, outdoors, or in areas designated by the supervisor in or around the unit you are working in. Employees are not to leave their assigned work area during the work shift without permission of the supervisor.

ATTENDANCE POLICY

Our operational needs/expectations/ability to serve our customers is based on regular staff attendance. When staff members are absent or tardy, and the absence/tardy is unscheduled and not pre-planned, we have little time to adjust staff accordingly to meet operational needs/expectations.

Call the Facilities call-in number (608) 890-4569 or email rhf.absences@housing.wisc.edu

- If you will be absent and it was not scheduled, you must call or e-mail at least 30 minutes before the start of your shift. This call-in will be considered an unscheduled absence.

OR

- If you will be late for the start time of your scheduled shift you should call or e-mail within 60 minutes of the start of your shift. If you are unable to call or e-mail, you must check-in with a supervisor in person, immediately upon arrival. This call-in will be considered an unscheduled tardy.

You must leave the following information on the voice mail or in your e-mail:

- Your name.
- Your work unit.
- When can we expect you back at work?

Scheduled absence/tardy - approved in advance, by the supervisor and not subject to discipline under the attendance policy.

Unscheduled absence/tardy - not approved in advance by a supervisor.

- Unscheduled absences and tardies accumulate throughout your employment and are considered disciplinable violations. Any violation of either 3 or more unscheduled absences or 3 or more



tardies in any rolling 90-day period will be reviewed and assessed, and discipline may be administered.

- A tardy is defined as punching in more than ten minutes after the shift was scheduled to begin, where the employee did not request and obtain permission in advance. It is up to the supervisor's discretion to grant permission for a change to the employee's designated shift start/end time, only if contacted in-advance, prior to the occurrence of the tardy.
- If you do not follow the call-in procedures, this will be considered both an unscheduled absence and failure to follow call-in procedures.
- A no call no show will result if you do not call in at all for an unscheduled absence, which is subject to automatic consideration of the progressive discipline process regardless of the number of instances.

SAFETY IN THE WORKPLACE

It is everyone's job to keep the workplace safe by following all safety regulations. University Housing Facilities provides all employees safety training ranging from ergonomics to fire safety to safe blood borne pathogen handling.

You will be trained in the proper personal protection equipment (PPE) for your position and those items will be made available to you. If you have any questions regarding protection equipment, please see your supervisor. Safety equipment must be worn for your safety when performing associated work. A student employee injured at work must immediately inform their supervisor of the injury. The Injury Report Form must be completed within 24 hours.

Safety equipment and tools will be made available for all employees depending on the position and type of work. These supplies may not be used for personal use/gain. Staff members are responsible for maintaining and safeguarding all tools and safety equipment.

Only authorized people are to be in the buildings. Be sure to latch and secure doors and windows as instructed. Safety is an expectation.

ELECTRONIC DEVICES

Any device used during your shift must be approved in advance by your supervisor. If approved, the device must be used in such a way that other employees or customers using the area are not disturbed or distracted, and the employee can still concentrate on their work and hear co-workers, customers, and supervisors (i.e. only 1 ear bud in at a time and no personal calls). If the use impacts workflow, the approval to use an electronic device may be rescinded by the supervisor.

You may be asked to carry a two-way radio during your shift. All radio communication must be professional. Any sensitive information should not be discussed directly over the radio.



MISCELLANEOUS INFORMATION

If any damage is found, report it to your supervisor immediately for it to be repaired.

All items found on the premises, which may have been left by residents or guests, are to be given to your supervisor. This includes money or other valuables left in rooms after guest/resident departure. NOTHING, EVEN DISCARDED ITEMS ARE TO BE REMOVED FROM THE PREMISES WITHOUT INSPECTION AND APPROVAL OF A SUPERVISOR. Unauthorized removal of any property is strictly prohibited and is considered theft. Theft of property could lead to discipline up to and including termination. This includes tips from residents/guests (to include all conference guests). Explain to the guest that you are unable to accept tips/gifts and if they insist, encourage them to speak with a supervisor. Please see the online student employee handbook for more information.

ENDING EMPLOYMENT

Student positions are dependent on the operational need of University Housing Facilities. If your employment is ending due to there no longer being an operational need as much advance notice will be given as possible. If you wish to end your employment, you must send a resignation email to your supervisor. It is customary to give two weeks' notice so that your supervisor can work to find coverage for your shifts. If you do not give notice or do not resign your position, it may affect future employment with University Housing.

PROFICIENCY LEVELS IMPLEMENTATION AND CRITERIA

Student employees are assessed every semester and during the summer for a Level Two Proficiency increase. The level two wage increase will be communicated to the student via a conversation with their supervisor and will be signed off through the Assistant Directors of University Housing Facilities. All student positions are eligible for a level one and level two wage.

Level Two Skills Requirements for Student Staff

- Must complete one term of work in the title (semester or summer) or display exceptional work over a minimum of 200 hours worked
- Must achieve 6 of the 9 below on a consistent basis:
 - Ability to effectively work autonomously
 - Exhibits time management skills and ability to prioritize
 - Meets performance expectations
 - Follows up and follows through with tasks
 - Serves as role model to peers
 - Demonstrates ability to work effectively in a team environment
 - Takes initiative, identifying and responding to issues independently
 - Provides exceptional customer service to residents, staff, and others
 - Displays positive attitude and approaches work with optimism



Level Two Skills Requirements for Student Supervisor or Lead Staff

- Must complete one term of work in the title (semester or summer) or display exceptional work over a minimum of 200 hours worked
- Must achieve 6 of the 9 below on a consistent basis:
 - Ability to effectively work autonomously
 - Exhibits time management skills and ability to prioritize
 - Meets performance expectations
 - Follows up and follows through with tasks
 - Serves as role model to peers
 - Demonstrates ability to work effectively in a team environment
 - Takes initiative, identifying and responding to issues independently
 - Provides exceptional customer service to residents, staff and others
 - Displays positive attitude and approaches work with optimism
- Must achieve 3 of the 4 below on a consistent basis:
 - Display leadership skills
 - Effectively complete administrative tasks
 - Ability to provide staff feedback and support in a way that it is well received
 - Understands the impact of the position.