Career Services Student Employee Manual

Rev. 8-23

 **Campus Locations**

**Taylorsville Campus:**

**Coaches: Kate and Dan**

**Student employees:**

**Supervisors: Matt and Career Readiness AD (vacant)**

**Administrative: Ravina and Ella**

**South City Campus:**

**Coaches: Danielle**

**Student employee: Mia**

**Supervisor: Devon**

**Employer Engagement: Devon, Alen, Melissa**

**Westpointe Campus:**

**Coaches: Kevin**

**Herriman Campus:**

**Coaches: Lauren**

**Jordan Campus:**

**Coaches for the Interim: Dan and Kate**

**CIP Coordinator will soon be at this campus**

**Coaching Assignments:**

Link to assignments:[https://slccbruins.sharepoint.com/:w:/r/sites/CareerServicesTeam/\_layouts/15/Doc.aspx?sourcedoc=%7B2DC4212F-E2A5-4B94-B052-3BDF4F234781%7D&file=Career%20Coaching%20Assignments.docx&action=default&mobileredirect=true](https://slccbruins.sharepoint.com/%3Aw%3A/r/sites/CareerServicesTeam/_layouts/15/Doc.aspx?sourcedoc=%7B2DC4212F-E2A5-4B94-B052-3BDF4F234781%7D&file=Career%20Coaching%20Assignments.docx&action=default&mobileredirect=true)

**Who to Go to for What**

While all students have a direct supervisor, the entire career team is here to help you! Most staff at TRC work in-office 3-4 days a week and at home 1-2 days a week. Using Teams to ask questions in direct messages or in an announcement is an option to receive support. Staff are available to help you while in-person- grab someone to help you with your questions.

* + **Career Coaches at TRC:** Dan and Kate (Ella, Matt, and Devon also know what Coaches know). Can help you with walk-in questions, Handshake, resume review, finding a job/internship, Focus 2, make an appt with a coach.
	+ **Career Coaches not at TRC Message via teams**: Lauren, Danielle, Kevin
	+ **Ravina-** Administrative Assistant- can help with technology issues, getting keys, help with answering phone, where to find things in the office, timecards, entering time, quick-help questions, Handshake.
	+ **Employer Questions:** Message Alen Hajric on Teams
	+ **Work Study:** Message Melissa Kraft on Teams

**Schedules:**

* All schedules are semesterly and are generally consistent each week. If you need to change your schedule or if you are out sick, please contact your direct supervisor and Ravina who can help update the team on your change.
* If you are scheduled for a shift and find yourself ill or otherwise unable to come in, please contact your Supervisor as soon as you are able prior to your shift starting.
* All students work 15-20 hours per week. We will be flexible and can move schedules around during holidays, breaks, and vacation/ change of class schedule
* Students can break up their days with their schedules to fit 15-20 hours per week.

**Daily Opening procedures**

* **Lights:** Turn on lights and open doors to Career Studio, work from and Boutique
* **Kiosk computer** and front desk computer are both running properly. If the computer logs out- use passcode careers1234
	+ If needed, contact the IT Help Desk Ext. 5555.
	+ X out of the “Starfish” screen so only the Handshake and Career Services screens are showing.
* **Career Studio computers:** Be sure all screens are in “private” mode. Sign them in each day when you come in. Put each computer on Handshake screen. Make sure career studio and front desk area is tidy.
* **Work Room:** Make sure Kuerig is full of water and that pods with coffee, hot chocolate and tea are stacked in the bottom carrier.
* **Career Boutique:** Get rid of clothing if they are not business attire, dirty or stained, or very outdated. Set them aside for Matt to take to Goodwill. The items left should be hung up. Fill rack in the front:
* **Front Desk:** Make sure front desk area has candy and is tidy
* Check Voicemails at the beginning of every day. To check voicemails:

**Daily Closing Procedures**

* Shut the lights and close the door in Career Studio.
* Shut the doors to Boutique and Work Area.
* Sign out of your computers at the desk by using the restart function.
* Shut off the lights in the hallway.
* Close both doors.

**weekly procedures**

* Make sure student handouts are printed and stocked for students to grab: Click here to go the [student handouts.](https://slccbruins.sharepoint.com/sites/CareerServicesTeam/Documents%20and%20Files/Forms/AllItems.aspx?id=%2Fsites%2FCareerServicesTeam%2FDocuments%20and%20Files%2FStudent%20Employment%20and%20Internships%2FCareer%20Peer%20Educators%2FStudent%20Training%2FStudent%20Employee%20Resources%20to%20Use%2FStudent%20Handouts&viewid=aa586d78%2D5b4a%2D4ecb%2D9d1e%2De0203072769e)
* Empty recycling bin in the kitchen into the recycling bin in the hallway.
* Go into the Career Boutique and tidy up.
* Wipe down the Front Desk with disinfectant and a paper towel.
* When slow, organize what you can in the work room, boutique and studio. Workroom can have more organization with using the label maker- same with fridge.
* Become more familiar and train on software and tools when slow:
	+ Activating account in [Handshake](https://documentcloud.adobe.com/spodintegration/index.html?locale=en-us)
	+ Checking in students for drop-in [appts](https://slccbruins.sharepoint.com/%3Aw%3A/r/sites/CareerServicesTeam/_layouts/15/Doc.aspx?sourcedoc=%7B956A61F8-6EC0-4B8F-8DB8-C60E72C3D7BF%7D&file=Checking%20Students%20into%20Drop-in%20Appointments.docx&action=default&mobileredirect=true)
	+ Making an [appt](https://documentcloud.adobe.com/spodintegration/index.html?locale=en-us)
	+ Create an account and play with [Focus 2](https://documentcloud.adobe.com/spodintegration/index.html?locale=en-us)
	+ Explore the website to learn more about what we do and how we help students

**Overview of Front Desk Duties**

The front desk is regarded as the “heart” of any department. It is the first point of contact and therefore is the face of the department. It was created to bring instructions as well as current and new information changes to customers/visitors.

The front desk team will be constantly communicating to everyone, including students, faculty, staff and employers.

**Introduction**

A student will walk into our Career Services office and may inquire about a job, career exploration, building a resume, or mock interviews or they may already have an appointment. Lead students to where they need to be and/or educate them on what they can do. Let them know that their questions and goals are important. This may include:

* Activating their account in Handshake
* Helping them fill out their account in Handshake
* Showing them how to find events, and a job/Internship
* Using Focus 2
* Making an appt

**Lessons Learned from Other Student Workers:**

Be friendly and courteous to all visitors. Be aware that many times the question you hear from someone is not the question they are meaning to ask. You will need to ask additional questions to clarify and ensure you understand and can fully answer their questions.

**Types of visitors we receive:**

* Students are being told they need to come to Career Services to do x y and z but do not really understand what we do.
* Making an appt with a coach for career exploration- Note students looking for course help need to go to Academic Advising.
* Walk-in students with questions – need an appointment, career exploration, job/internship search, resume help
* Prospective Students & Non-Students (no student ID number) with career questions. Handshake is only for students so prospective students need to email a coach.

**Student Walk-Ins**

**Talk to Student and Inquire More About What They Need**

* Ask the student to sign-in to Handshake on the Kiosk for a walk-in or for an appointment. If the student is here for an appointment, check the student in. If they are here for quick help or as a walk-in, proceed to drop-ins.
* Some topics are preferred for walk-ins over appts: finding a job or internship in Handshake, resume/cover letter review, tips on finding a job or interviewing, CIP orientation and Focus 2 assessment can all be walk-in questions. Appointments are mock interviews, salary negotiation, career and major exploration.
* If they’re here for a job, sit them down at a computer and direct them through how to use Handshake. For instance, if a student comes in and asks about Work Study, have them go through Handshake to find work-study and on-campus jobs. Things to note- only students awarded work-study can apply for work-study job. They should of received an email from Financial Aid if they were awarded.
* If they’re here for career exploration, sit them down at a computer and have them take all 5 assessments from the Focus2 website on Bruin Paths and talk to them about their results. You can then suggest they make an appt with a coach to talk about their results, you would then make an appt.
* If they’re here for resume help, sit them down at a computer and help them set up the foundation of a resume. If they already have a resume, review it and fix any errors. Make sure the aid you give does not go over the 20-minute time limit to give quick help. If so, have them schedule a follow-up appointment. There should be a resume booklet sent to you on how to help with resumes. Resume guides can be found [here.](https://slccbruins.sharepoint.com/sites/CareerServicesTeam/Documents%20and%20Files/Forms/AllItems.aspx?newTargetListUrl=%2Fsites%2FCareerServicesTeam%2FDocuments%20and%20Files&viewpath=%2Fsites%2FCareerServicesTeam%2FDocuments%20and%20Files%2FForms%2FAllItems%2Easpx&id=%2Fsites%2FCareerServicesTeam%2FDocuments%20and%20Files%2FStudent%20Employment%20and%20Internships%2FCareer%20Peer%20Educators%2FStudent%20Training%2FStudent%20Employee%20Resources%20to%20Use%2FStudent%20Handouts%2FResume%20and%20Cover%20Letter%20Handouts%2FResume%20Guide%202023&viewid=aa586d78%2D5b4a%2D4ecb%2D9d1e%2De0203072769e)
* If they’re here for a mock interview, sit them down at a computer and have them schedule an appointment with a Career Coach. You can give them quick tips and a handout in the [meantime.](https://documentcloud.adobe.com/spodintegration/index.html?locale=en-us)
* If they’re here for the Campus Internship Program (CIP), sit them down at a computer and have them activate their account in Handshake to look over the internship listings. ALL CIP roles will or should start with CIP (unless they are work-study preferred, they may say work-study first). If they are interested, walk them through the information and get them set up with a Career Coach or schedule an appointment with one to fill out an application.
* As of Spring 2024- Career Services will no longer oversee cooperative education- any coach in the office can help you with this response.
* If they are here for the Career Boutique, have them activate their Handshake account at the kiosk. Ask them to keep track of the number of items they took from the boutique and write that number on the clipboard. If the visitor is not a student, the limit is 3 items. Log that on the clipboard also.
* If they’re here for anything other than listed, check and ask to see if they’re in the right office. If not, send them to where they need to be or schedule an appointment with a Career Coach.

**Helping an Employer in person**

**Employers dropping off flyers:**

Check in Handshake to see if the employer and the job referenced on the flyer are approved in Handshake – this is a requirement before we post any flyers. If approved, you can put them up. If not approved in Handshake, give them further information on how to get everything in Handshake and to provide their flyers once they have done so. Also let employers know that we have additional ways to help them connect with students and promote their roles. Refer them to their Employer Engagement Representative (EE Rep) based upon their industry: [EE Team Industry Focuses.docx](https://slccbruins.sharepoint.com/%3Aw%3A/s/CareerServicesTeam/ERDtODYZq-dKgv7-d5ReL0ABCPSLbgnSd-SJfIcbTrKsHQ?e=AWrclE) (if you aren’t sure what industry they’re in, just ask – worst case scenario if you aren’t sure who to refer them to on the Employer Engagement Team, any one on the team can support them so just refer them to someone!)

**Employers wanting to post jobs or internships:**

All postings must be approved in Handshake.

If the employer is not in Handshake, give them the Handshake card and ask them to join. Remind them to add SLCC as one of their Favorite Schools in HS.



Whether they are in Handshake or not, either way be sure to refer them to their Employer Engagement Rep for all other questions and needs. You can find who to refer them to by looking at the following list, based upon the industry the employer is in: [EE Team Industry Focuses.docx](https://slccbruins.sharepoint.com/%3Aw%3A/s/CareerServicesTeam/ERDtODYZq-dKgv7-d5ReL0ABCPSLbgnSd-SJfIcbTrKsHQ?e=AWrclE)

Additional website links you can refer them to:

Requirements for posting Jobs: [Jobs | SLCC](https://www.slcc.edu/careerservices/Employers/hire-links/jobs.aspx)

Requirements for posting Internships: [Internships | SLCC](https://www.slcc.edu/careerservices/Employers/hire-links/internships.aspx)

How to create a Handshake account: [Getting Started With Handshake: Employers – Handshake Help Center (joinhandshake.com)](https://support.joinhandshake.com/hc/en-us/articles/115011431228-Getting-Started-With-Handshake-Employers)

How to post jobs/internships in Handshake: [How to Post a Job – Handshake Help Center (joinhandshake.com)](https://support.joinhandshake.com/hc/en-us/articles/218693198-How-to-Post-a-Job)

Recruitment Policies: [Recruiting Policies | SLCC](https://www.slcc.edu/careerservices/Employers/recruiting-policies.aspx)

**Questions about Fairs:**

If any employer is asking about upcoming Fairs, let them know the details of any upcoming ones you are aware of. Also let them know they can find and register for all of our Fairs in Handshake.

They can also find more info on our website: <https://www.slcc.edu/careerservices/Employers/recruitment-events.aspx>

**Refer to Employer Engagement Team:**

Regardless of what an employer comes in for, always be sure to refer them to their EE Rep based upon their industry: [EE Team Industry Focuses.docx](https://slccbruins.sharepoint.com/%3Aw%3A/s/CareerServicesTeam/ERDtODYZq-dKgv7-d5ReL0ABCPSLbgnSd-SJfIcbTrKsHQ?e=AWrclE)

**People looking for other SLCC offices**

* Do your best to help them find the correct office they are looking for. This may mean making phone calls for them, looking at SLCC Phone Directory (have this bookmarked on your computer) or walking them to the Cashier Window for assistance. Try to help them find the department they are looking for.

**ANSWERING THE PHONE**

1. While front desk has a physical phone-Career Services employees use Ring Central. After 3 rings at the front desk the phone will go to someone else in the que.
2. Guests develop confidence when they have an idea of what to expect. A standard personal greeting should be adopted. A front desk specialist begins with a consistent greeting, for example:

**“*Thank you for calling SLCC Career Services. This is …………………………., how can I help you.”***

2. It is important that you start and end your conversation with ***“Thank you for calling.”*** Guests are always made to feel comfortable calling the front desk for assistance.

3. Because the front desk is the first point of contact for employers, students, faculty and staff who call in for information; good telephone techniques are critical.

**Guidelines to better enhance customer relationships:**

* Sit straight and take a deep breath before answering the call. It will remove tension from your voice.
* Always smile. It can alter your voice if you don’t.
* Respond as quickly as possible, without interrupting the client.
* Always be audible and clear when speaking.
* Be courteous. Treat callers with patience.
* Listen carefully. It helps to better understand client needs.
* If necessary, take notes (this will help you better remember call details).
* All calls are important. Please evaluate and provide judgement appropriately and judge the urgency of the call.
* DO NOT draw conclusions until all information have been presented by caller.
* If you don’t have any idea of the solution to a question asked, politely request a hold to seek information.
* DO NOT place caller on hold unless it is of absolute necessity. If a caller must be placed on hold, they must be informed on how long you expect to be away from the phone. Do not forget to obtain permission for putting them on hold.
* If the caller does not want to be transferred or you cannot transfer the call at that moment due to a conference call etc. Then you will need to take a message.
* Before transferring a call to someone or before asking a question of a colleague: **Please ask for and gather the following information:**
1. Name of caller.
2. Who message is for.
3. What the call/message is about/for.
4. Phone Number or email to contact back.

There is paper and pen/pencils by the computer at the front desk that can be used for this purpose.

* If you are unsure of a question, you can always put the person on hold, message someone to get a response or go find someone to help you. Make sure you tell the person you are putting them on hold and for how long.
* Make sure you check someone’s calendar to see if they are free to answer a call and then check-in with the person if they can answer the call before transferring. If they are not available, then let the caller know and give them options of still transferring to leave a message or information for when a better time to call/contact them.

In general, it is best to:

* Answer the phone in a timely manner
* Always begin and end a call with ***“Thank you for calling”***
* Maintain a professional tone and smile while talking on the phone with a client

**Transferring Calls**

* If after using greeting and rules above, you discover the caller would like to talk with one of the coaches or other team members please say; “ Thank you for calling please hold while I transfer you ( say person’s name they want) office. Please leave a voicemail if they do not answer. Have a nice day and thank you for calling Career Services. Then do the following:
* Hit the button right below where it says transfer on phone screen
* Put in the 4-digit extension for the office you are transferring to.
* Hit the button again below where it says transfer on the phone screen and then hang up the phone.
* We recommend practicing this by asking one of the staff in the office to call front desk and then transfer them to one of the other offices.

**Answering calls from students**

It is our expectation that you answer all calls to the best of your ability. If a student is calling and has very specific questions, you can answer what you know and then suggest an appointment. If they agree, set up an appointment with the student in their area of study with a Career Coach. When you make an appointment for the coach, please make sure to write in any necessary notes or send the coach an email with context if necessary. If a student calls with these concerns or questions:

* **Courses:** Registering for courses, holds, questions about majors, or testing: Academic Advising: **Taylorsville Redwood Academic Advising Front Desk:** 801-957-4978. Have students make an appt in MySuccess as their first priority.
* **Tuition:** Questions about tuition, scholarships, tuition waivers: Financial Aid: 801-957-4410
* **Paying for tuition:** Cashiering- every campus has one
* **Registrar:** Needs to drop a course before the add drop date or has an extenuating circumstance:
* **Faculty:** needs to contest a grade
* **Testing Center**: Testing out or into a course: <http://www.slcc.edu/testing/>
* **Admissions:** Prospective student who has not yet applied and needs help on major offerings or how to apply.
* **Email Career Coach:** **Prospective Student:** Is about to apply, is close to knowing what they want to major in and have questions about careers.
* **DWS or Department of Workforce Services:** Community who wants help apply to jobs or internships- resume help: <https://jobs.utah.gov/>

**Answering Calls from Employers**

* **Posting a Job:** Employers need to have a Handshake account first and be approved- you can direct them to our employer's tab on our website. If they have an account- tell them to add SLCC as a favorite school. Direct them to the Hire a Bruin page of the employer side of our website so they can see the requirements for posting Job & Internship postings. Mention any upcoming Fairs we may have and let them know they can register for them in Handshake.
* **Job Fair:** Provide details about the upcoming Fair then tell them they can register for it in Handshake. See the Staff FAQ sheet we create for each Fair to help you answer any questions they may have. Then refer them to the Recruitment Events Coordinator if they have additional questions.
* **Flyers**: We only post flyers if the employer and job mentioned on the flyer are already approved in Handshake. However, let the employer know that we have more effective ways of helping employers promote their roles and their Employer Engagement representative can assist them further (refer to the [EE Rep list](https://slccbruins.sharepoint.com/%3Aw%3A/s/CareerServicesTeam/ERDtODYZq-dKgv7-d5ReL0ABCPSLbgnSd-SJfIcbTrKsHQ?e=AWrclE) to see who to refer them to based upon their industry)
* **Tabling:** Employers who are approved in Handshake can request to set up tabling on our campuses to further engage & connect with our students – sometimes they may be recruiting for roles and sometimes employers want to table just to build brand recognition on campus and network with students. The Recruitment Events Coordinator oversees this process so employers who would like to table can be referred to them directly to set it up. Have them email ahajric1@slcc.edu (Alen Hajric- pronounced hazjrick) to get information about Tabling. Alen Hajric is the contact for this.
	+ Tabling [policies](https://slccbruins.sharepoint.com/%3Aw%3A/r/sites/CareerServicesTeam/_layouts/15/Doc.aspx?sourcedoc=%7B67B5F810-C470-4330-9A9B-06B48F8A1C15%7D&file=Employer%20Engagement%20Opportunities%20-%20Policies%20%26%20Procedures.docx&action=default&mobileredirect=true):
	+ If employers want to us to share an event- let them know about creating an account in Handshake and sharing or creating their event there.

**Answering calls from Faculty:**

* **Class Presentations:** Have the faculty fill out the classroom presentation request here: <https://www.slcc.edu/careerservices/Faculty%20and%20Staff/index.aspx>. We need at least two weeks' notice.
* **CO-OP/Work for Credit:** Student needs to email faculty to get registered or have any questions answered. Career Services as of December 2024 no longer oversees this part.

# **CAREER BOUTIQUE**

**Career Boutique Users**

Students must sign-in to Handshake prior to using the Career Boutique. At the end of the visit, mark the number of items taken on clipboard at Front Desk.

**Career Boutique Donations**

Donations are accepted. Clothes must be professional (for example, for a job interview) they need to be cleaned, sorted and need to be in style - meaning the clothes were made within the past five-seven years.

If the donor requests a receipt for their donation (not all do) SLCC will email them a receipt if they provide the following information:

* Name
* Address
* City, State and Zip Code
* Email address
* Phone Number
* They must also provide an itemized list of what was donated and what they think the value of each item is. We do not provide values to the donor.

Provide donation information (including itemized list made by donor) to the Administrative Assistant. They will then submit a form to the appropriate department and the donor will be emailed a receipt.

**Privacy**

* No one, under any circumstance can know the schedule and whereabouts of our peer mentors and student staff.
	+ For example: If someone comes in and asks when “John” works next, we cannot tell them. If John wants to disclose that information at his own free will, that is okay, but we cannot.
* We can provide contact information for the coaches, admin assistant, assistant director and director such as giving out their business card as information so the person or employer inquiring can contact them.