



University System of Georgia

2014– 2015

OFFICE OF STUDENT ACTIVITIES  
MANUAL & HANDBOOK

The Edwin A. Thompson, Sr. Student Center provides an important service to Atlanta Metropolitan State College students, faculty, and staff. One aspect of this service is the Game Room which offers recreational opportunities between or after classes, or before or after work. The Game Room houses a TV room, table tennis, billiards, air hockey, music, and video and board games. In addition, the facility houses a Fitness Center that is equipped with state-of-the-art cardiovascular and universal machines as well as free weights.

In an effort to maintain an atmosphere of relaxed recreation and decorum, student assistants are employed to staff both facilities and to provide customer service. General duties of student assistants include maintaining the check-in and check-out system, equipment checkout, area supervision/security, and information referral. Employees must be familiar with all operating procedures for the equipment as well as the various programs and activities sponsored by the Office of Student Activities.

Certain guidelines and regulations have been established to ensure that a proper attitude, appearance and atmosphere are presented to each visitor to the Game Room, Fitness Center, and the Office of Student Activities.

## Fitness Center Policies

The policies below have been adopted to protect all users' right of access to the facility, to ensure the health and safety of all patrons, and to protect the facility and equipment from damage.

- ◆ All Atlanta Metropolitan State College (AMSC) student patrons MUST:
  - 1) Present their current student ID card upon entering the facility. An AMSC ID is the only acceptable form of identification. **NO EXCEPTIONS.**
  - 2) Sign an AMSC Waiver of Liability Form
  - 3) Wear the appropriate workout attire such as shorts, t-shirt, and running/basketball shoes with non-marking soles when working out in the Fitness Center. Pants and shorts must be worn at the waistline. T-shirts must be worn at all times. Hats, tank tops, bare midriffs, or other revealing attire are not acceptable.
  - 4) Wipe down fitness equipment after every usage.
  - 5) Wear headphones while listening to music and safely remove earphone from the earphone jacks.
  - 6) Adhere to the established time limits placed upon the following equipment: Recumbent Bikes, Helix Lateral, Treadmills, Espresso Bikes, Elliptical Machines, OpenStride Machines, and Stairmaster Machines.
  - 7) Report any equipment that may be damaged or not functioning properly.
  - 8) Wear shower shoes or flip flops when utilizing the shower.
  - 9) Bring your own towel.
- ◆ Patrons are encouraged to use safety clips—when available—while on equipment.
- ◆ Staff cannot accept any form of gift or payment from anyone for Fitness Center entry.
- ◆ Horseplay is not permitted.
- ◆ Food is not allowed. Beverages are permitted in a sports bottle container only.
- ◆ Lockers are to be secured by users at their own risk during the time of workout. At the end of each day, all unremoved locks will be removed and items stored will be forwarded to Public Safety.

**Refusal to abide by Fitness Center Policies and Procedures May Result in Immediate Removal from the Fitness Center and Further Disciplinary Action.**

## Game Room Policies

1. Access to the Game Room is only permitted during normal facility operating hours.
2. All Game Room patrons are required to submit their current Atlanta Metropolitan State College ID to the staff member on duty in order to enter. **An AMSC ID is the only acceptable form of identification. NO EXCEPTIONS.**
3. Students are responsible for damage to any Game Room equipment. AMCUID IDs will be photocopied and holds will be placed on students' accounts until repair, replacement, or restitution has been made.
4. All music will be played at the discretion of the staff member (s) on duty. Music must be free of explicit language or sexual inferences. Personal music must be used with headphones.
5. Approved flyers may only be posted on bulletin boards. Table tents may be posted on tables with authorization from the Office of Student Activities.
6. Game room patrons are not permitted to lean and/or sit on any game tables (i.e. pool tables, air-hockey, etc.).
7. No one is permitted to leave the Game Room with equipment. All patrons forfeit their game when leaving the Game Room.
8. Video game use is limited to specifically stated guidelines.
9. Gambling, betting and/or similar activities are not permitted. Students suspected of gambling will be reported to the Office of Judicial Affairs.
10. Food and beverages are not permitted. This includes snacks (i.e. chips, cookies, etc.).

**Violations of the Policies Above Will Result in the Loss of Game Room Privileges and May Result in Further Disciplinary Action.**

## Office of Student Activities Student Assistant Handbook

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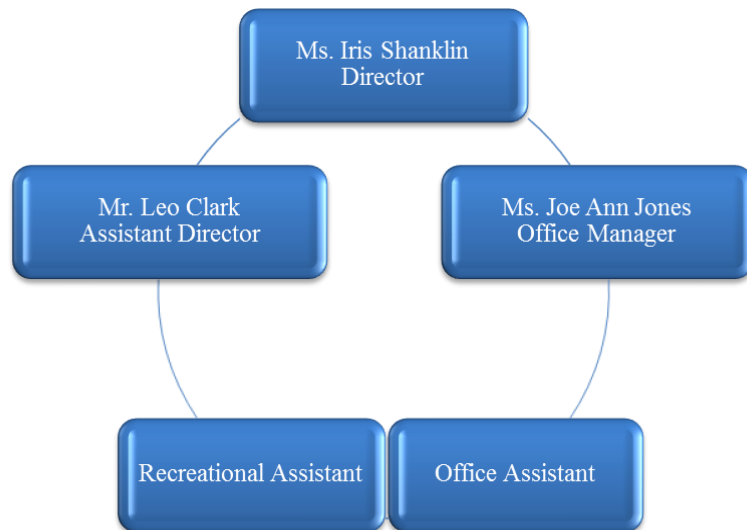
## Introduction

### Role of the Front Desk

The Front Desk, whether in the office, Game Room, or Fitness Center, is the command center for the Office of Student Activities, providing attention towards serving all student and visitor needs. Through its communications callers and visitors are directed to appropriate staff or services within the department and the college.

### Organization

Generally, the front desk is directed by the Office Manager who in turn reports to the Director. Other department staff include an Assistant Director, Office Assistants, and Recreation Assistants.



## Having Trouble (with anything)???

### Contact A Staff Member:

#### Director

Iris Shanklin  
Office : (404) 756-4916  
Cell: (404) 312-2574  
ishanklin@atlm.edu

#### Assistant Director

Leo Clark  
Office : (404) 756-4916  
Cell: (678) 906-3009  
lclark@atlm.edu

#### Office Manager

Joe Ann Jones  
Office : (404) 756-4916  
Cell: (678) 598-0172  
jjones@atlm.edu

## KNOW THE PROGRAM

You are expected to be knowledgeable of office and college procedures and processes. You should be very familiar with the facilities and programs. While you are not expected to know all details of the college operations and the Office of Student Activities, you are expected to be a source of information to direct students and/or patrons to the appropriate office or individual who may provide he/she assistance.

### Incident Report Form

Date: \_\_\_\_\_ Time: \_\_\_\_\_

Location (i.e., department or area of the incident):

\_\_\_\_\_  
\_\_\_\_\_

Initial Staff Person Involved:

\_\_\_\_\_  
\_\_\_\_\_

Other Staff Involved:

\_\_\_\_\_  
\_\_\_\_\_

Student/Patron (s) Name (if known): \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Student/Patron description:

\_\_\_\_\_  
\_\_\_\_\_

Issue (i.e., stress point):

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

Resolution: \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

### Office Assistant - Job Summary:

An Office Assistant in the Student Activities Department helps the professional staff and supervisors with daily office tasks, assisting patrons by answering telephones, greeting visitors, photocopying, mail delivery, monitoring the desk area are just a few of the OA's duties. Office Assistants must be prepared to enforce policies.

#### Job Requirements:

- Strong Communication Skills
- Be Able to Enforce **all** Policies and Regulations
- Good Organizational Skills
- Customer Service Experience
- Ability to Multi-Task
- Knowledge of Employee Manual
- Be Reliable and Dependable

#### Responsibilities

- Answer telephone and greet visitors in a pleasant and professional manner at all times
- Provide quality customer service, demonstrating a positive attitude and welcoming demeanor.
- Always conduct yourself in a professional and respectful manner with patrons and co-workers.
- Follow established office policies and procedures
- Provide accurate information to all participants
- Attention to detail with all forms
- Perform basic office tasks and other duties as assigned
- Assist in opening and closing of the recreational facilities
- Attend meetings, training sessions, and orientations as needed and required
- Advertising and promoting all events sponsored through the Office of Student Activities

## Recreational Assistant - Job Summary:

The primary function of the Student/Recreation Assistant is to monitor activities and assist customers in recreation areas, manage the check-in and check-out process, and to preserve security in recreation facilities. Also be expected to occasionally assist with office-related functions.

### Job Requirements:

- Be Able to enforce **all** Policies & Regulations
- Good Organizational Skills
- Customer Service Experience
- Ability to Multi-Task
- Knowledge of Employee Manual
- Be Reliable and Dependable
- Attention to Detail, Professionalism, Dependability, and Communication skills
- Exceptional Decision-Making Skills
- Ability to Work Independently and as a Team Member
- Previous Recreation Experience a Plus

### Responsibilities:

- Check-in and Check-out Process
- Assist with coordination and execution of indoor an outdoor recreational events.
- Assist customers with maximum competence and customer service skills in sporting activities
- Patrol recreational facilities
- Patrol recreational areas to pick up trash and straighten area as needed
- Return all equipment to the proper racks when equipment is not in use
- Report any equipment failures to the Assistant Director
- Report any problems that develop to the attention of the Assistant Director

## 2. Focus on the facts.

**Clarify** the complaint.

- ◆ After allowing the person to fully express his/her feelings, help the person list reasonable alternatives and then ask them what they would like for you to do.

## 3. Do not get caught up in their behavior, or let their behavior become the problem.

**Act**

- ◆ If something needs to be done and you are capable of it. then take some action.

4. **Focus on the solution** (Refer to supervisor or professional staff member if necessary).

**Do something!**

- ◆ That could include merely following up to ensure the individual is being helped.
- ◆ If you cannot resolve the issue, refer it to someone who can. Follow through.
- ◆ Do not promise something you do not intend to do.
- ◆ **Note the incident on an Incident Report (Example on Page20).** Include the names of all persons involved, their Student ID number, and contact numbers.

## Transferring a Call

To transfer a call, ask the caller to hold and depress the “Transfer” button and then dial the extension of the office. When the phone rings, introduce the call to the staff person who answers and then depress the “Transfer” button again to transfer the call. If the line is busy or no one answers, provide the caller with the direct number to call again. If the call is for a staff member in the Office of Student Activities, then take a message.

## HANDLING SUGGESTIONS AND/OR COMPLAINTS

Patrons may approach you to express complaints, requests or suggestions. If you are unable to provide a satisfactory answer (or action), rather than misinform them, you should politely refer them to a staff member who is able to provide assistance (Office Manager, Assistance Director or Director).

### 1. Present neutral yet firm attitude (while maintaining a high level of professionalism).

**Listen** to everything the person has to say.

- ◆ Allow the person to express their feelings.
- ◆ Try not to interrupt, let them finish. Accept their feeling as valid.
- ◆ Refrain from saying things like “there is no reason to be angry about...”
- ◆ Responsibilities in communication are shared between the sender and receiver.

- Attend meetings, training sessions, and orientations as needed and required
- Advertising and promoting all events sponsored through the Office of Student Activities

## Principles of Good Service

While there are certain technical skills involved in front office work, service is our prime product.

### The Four Principles of Good Service

1. **Prompt Attention:** Even if you are busy, you must recognize when the guest or student is trying to get your attention. You have to tactfully advise him/her that you will be attending to him/her as soon as possible.
2. **Attitude:** You must go out of your way to take care of a guest’s and student’s needs. This may even involve performing tasks outside your area of responsibility.
3. **Streamlined procedures:** We cannot have a rule or procedure that applies to every guest and student. Common sense must prevail and every employee should be flexible in his/her approach, but be consistent. But make sure you handle the guest or student as quickly and efficiently as possible.
4. **Extended services:** Do not leave the guest or student unattended after performing your specific function. Make sure you have provided service or have explained to him/her the process of the office.

## Guidelines and Procedures:

This Student Manual and Handbook has been developed to outline the procedures, guidelines, and responsibilities for student assistants assigned to the Game Room, Fitness Center and the Office of Student Activities. In addition to a copy of this document being located at the desk, each employee will sign off that he/she has read the document and received training in the various aspects of the document.

The Office of Student Activities is responsible for continually updating the information in the document and informing each student assistant in a timely manner. The reprimands listed will be strictly enforced. Failure to consistently adhere to the requirements outlined within this document will result in your termination. Please be aware that some violation may be deemed exempt from the procedures listed below.

- a. On your first offense, you will be given a verbal warning and be requested to acknowledge receipt thereof in writing.
- b. On your second offense, you will receive a written reprimand, with a copy kept in your file.
- c. Your third offense may result in termination.

C. If the call is for someone in another department, explain that you will transfer them, and give them the correct number.

D. When taking messages, make sure that you get precise information (name of person calling, have them spell the name if you are unsure on the spelling, and the telephone number.) Messages should be legible and accurate.

This form shows what kind of information you must write in the message.

The image shows a 'MESSAGE' form with the following fields and handwritten entries:

- Date: 14/09/02
- Time: 10:45
- To: Bob Williams
- From: Janef Cooms
- Telephone #: (250) 479-1234
- Table with checkboxes:

Telephoned	<input checked="" type="checkbox"/>	Please call	<input checked="" type="checkbox"/>
Called to see you	<input type="checkbox"/>	Will call again	<input type="checkbox"/>
Wants to see you	<input type="checkbox"/>	Returned your call	<input type="checkbox"/>
- Message: She wants to know what time you are meeting her at the restaurant.
- Rec'd By: Muriel

Callout boxes provide instructions for each field:

- Write the name of the person the caller wanted to talk to here. (points to 'To')
- Write the name of the caller here. (points to 'From')
- Write the details about the call here. (points to 'Message')
- Write your name here. (points to 'Rec'd By')

Repeat the number back to them to make sure that you have copied it correctly. If you are in doubt concerning a call, place the call on hold and seek the assistance of a staff member.



## Office Operational Procedures

### Telephone Script

**Worker:** (SMILE) Good morning/afternoon/evening. Thank you for calling Office of Student Activities. \_(Your Name) speaking how may I help you?

**Caller:** May I speak with \_\_\_\_\_?

Worker: Please hold, I'll check and see if she/he is available.

**(Place call on hold and call on intercom to announce the call).**

1221 – Mrs. Shanklin

1219 – Office Assistant

1220 – Ms. Jones

1234 – Mr. Clark

If the person is not available, let the caller know.

A. She/He is in a meeting, may I take a message?

B. I'm sorry, she/he is not available, may I take a message for her/him? **(DO NOT USE TERMS LIKE, SHE'S/HE'S AT LUNCH RIGHT NOW, DOWN THE HALL, NEXT DOOR, OUT OF THE OFFICE, ETC.)**

It is not necessary to offer whereabouts. Avoid colloquialisms – She's out, huh?, "Naw, nah, yea"

Do not speak too loudly, because caller may think that you are shouting at them. Do not speak too softly, because call may think that you do not know what you are talking about

**SPEAK CLEARLY AND CONFIDENTLY.**

## Atlanta Metropolitan State College Office of Student Activities Policy and Procedures

1. It is the responsibility of the student assistant to provide the Office of Student Activities with a copy of their class schedule by the first day of class, preferably before.
2. All students must report to the assigned work area at the time you have been scheduled. Advance notice is required regarding tardiness or absence in order to provide coverage.
3. Friends are not allowed to hang around the work area while you are working, and usage of cell phones while on duty will not be permitted.
4. All students are to present a current AMSC student ID to access recreational facilities. **(NO EXCEPTIONS)**
5. Students are required to sign in and out by scanning their id when entering and leaving the facilities.
6. There is to be no horse playing, fighting, gambling, smoking, or profanity. No food or beverages are allowed in the facilities. Beverages in sports (**squirt**) bottles are only permitted in the Fitness Center.
7. Equipment is not to be removed from any work area. All incidents involving theft or damage to equipment are to be reported to the Office of Student Activities staff immediately.
8. All rules of the Game Room and Fitness center are to be followed by all occupants **(NO EXCEPTIONS)**
9. Never leave the assigned work area unattended. If you need to be relieved from your assigned work station, you are to contact the appropriate supervisor via radio or by calling (404) 756-4916.
10. Report all incidents immediately to the Assistant Director and/or the Office of Student Activities.

## **Employment Policies**

### **Entering Hours**

In addition to clocking in, you must also enter your hours into the log sheet located in the hanging file folder at the front desk which must be initialed by a staff member. Therefore, it is your responsibility to arrive in time to sign in before reporting to your assigned area, and sign out at the end of your scheduled time to work. **(DO NOT SIGN OUT AT THE BEGINNING OF YOUR SHIFT)**. Hours **MUST** be entered daily. If they are not, you will not get paid for the hours in question. You must sign in and out in Office of Student Activities.

### **Pay Schedule**

Student assistants are paid bi-weekly. Time sheets **MUST** be submitted to the Office of Financial Aid or Department of Payroll by the time and dates specified on the bi-weekly calendar provided to you during orientation. In the event that your time sheet is not submitted on time, you will not be paid on the scheduled pay date.

### **Reporting an Absence**

If you know you can't work during a time when you are scheduled, you may request time off. You must fill-out a Request to Leave form at least two days before you want to be off. The form can be obtained in OrgSync. If you fail to request time off, you are expected to be there for your shift. No call- No show is unacceptable. If you don't request time off and don't show up for work the absence will be concerned unapproved absences. Student employees with three (3) unapproved absences will receive a letter of reprimand. On the fourth unapproved absences, you will be terminated.

If an emergency occurs and you are going to be late or miss your shift, please call the Office of Student Activities and speak with the a staff member. The office main number is 404-756-4916. When an employee misses a scheduled shift, he/she will be required to meet his/her immediate supervisor.

### **Accepting Other's Property**

Do not accept the personal property of anyone for safekeeping. If you violate this policy and the property is damaged, lost, or stolen, you will be held responsible and may receive additional penalties.

### **Flyers and Posters**

Any flyers or posters advertising events that are not AMSC planned events or services are to be removed. Flyers and posters must be approved by the Office of the Vice President for Student Affairs prior to posting.

## **Facility Operational Procedures**

### **Waivers**

Waivers must be completed and signed to use the Fitness Center and to participate in Free Play Basketball. A copy must be maintained at both locations during operating hours.

**Please refer to Pages 22-23 of this manual for specific policies for the Game Room and Fitness Center.**

## **Communicating with Patrons**

When meeting and dealing with our patrons, employees should conduct themselves in a courteous, pleasant and agreeable manner. When firmness is called for, fairness and courtesy should still be present. Remember good customer service is very important and should be a high priority.

## **Cell Phone Usage**

Cell phones and business phones are not intended for personal use. Only in the event of an emergency will students be allowed to use phones during work hours. You may provide family members and persons of importance with the office number (404) 756-4916 to contact you in the event of an emergency.

## **Illness or Injury**

Any job related illness or injury should be immediately reported to your supervisor. An accident report should be filed out in the Student Activities, Department of Human Resources and the Office of Public Safety.

## **Confidentiality**

Questions regarding injuries, accidents and other sensitive issues should be directed to your supervisor and not discussed with any other individual. Your comments are to be expressed through Incident or Accident Reports. These reports, copies of the staff roster, and other sensitive documents should always be placed face down on desktops or in “IN” boxes.

## **Schedule/Shift Changes**

Student Assistants are responsible for coverage of their own shifts. In the event you are unable to cover your shift:

1. Contact fellow staff members to determine if someone can work/trade with you.
2. If you cannot get anyone to work in your place or trade shifts, please notify the Assistant Director.

## **Tardiness**

Employees are expected to be at work 10 minutes (minimum) prior to their shift, except when scheduled for class immediately prior to work. If an employee anticipates their tardiness, they should call the office and speak with the supervisor at least one hour before their scheduled time of work (**This does not negate the tardiness**). If the student employee notifies the office of the tardiness, the tardiness is recorded. Two instances of tardiness—with prior notification—will constitute as one no-show.

If a student fails to contact the office to report a lateness, the tardy will constitute a no-show. Employees with three no-shows will receive a letter of reprimand. On the fourth no-show, you will be terminated.

## **Radios**

Radios are assigned to selected staff as a tool to provide instant communication with professional staff. Because these are open-air channels, sensitive or confidential matters should never be discussed and conversations should be kept to a minimum. The radios should not be used for general conversation or be taken home for any reason. If they are trusted in your care, please treat them accordingly. Be sure that the radio goes to each area.

- Store the radios in the student activities office in the rechargeable packs.
- Radios must be ON at all times and readily available.
- Do not leave the radio unattended.
- Do not allow unauthorized individuals to use them.
- Offensive language is not acceptable.
- Please be concise and include what is needed when relaying transmission.
- Please verify appropriate channel will staff.

## **Mandatory Meetings**

There will be one meeting a month that is mandatory for every employee. Dates and times will be given well in advance. If you can't attend a meeting, you must contact the Office Manager or Assistant Director prior to the meeting with a valid reason and request permission to be absent.

## **Conduct**

You represent Atlanta Metropolitan State College and the Office of Student Activities at all times and should conduct yourselves in a professional manner. While we will not tolerate disruptive or offensive behavior, we expect students to be treated as customers. Employees will adhere to and enforce all facility rules and regulations. You can not use a laptop or cell phone during your scheduled hours.

## **Visitors at Work**

The workplace is not a place for social visits and gatherings. Work stations are for the individuals assigned to work and should be treated as such at all times.

## **Breaks**

Students that work three (3) consecutive hours will be provided a fifteen (15) minute break after two (2) hours of work. If student is scheduled to work 5 or more consecutive hours, he/she will be provided a 30-minute lunch break. The student will not, however, be paid for the lunch break and must clock-out during that time.

## **Appearance**

You should dress appropriately for a college work environment and be neat in appearance and well-groomed at all times--- while on- and off-duty. Therefore, no short shorts, no miniskirts, no hats, no do-rags or bandanas, no revealing or tight-fitting clothing, and no flip flops are allowed. Also, pants must be belted and worn at the waist. Staff attire must be clean and presentable. You must wear your IDs at all times during work hours. **If you are unsure, ask a staff member.** Violations of this policy will be enforced as outlined under the guidelines and procedures section.