



University of Michigan Campus Information Centers 2008-2009 STAFF Job Expectations and Terms of Employment

Expectations and Professional Standards

- Information Assistants and Office Clerks are responsible for representing the University of Michigan and the Campus Information Centers to CIC patrons. Your comments and behavior must always be free of personal bias with regard to all aspects of information being provided. As a staff member of the University of Michigan, you will be required to present University services, academics, organizations, etc., as part of the total University experience. All aspects of the University must be presented fairly in a manner consistent with the mission and goals of the Campus Information Centers and the University of Michigan. The Centers do not expect you to agree with all policies and practices, but you must be able to communicate them straightforwardly and free of bias.
- Campus Information Centers staff are expected to exhibit maturity of judgment, objectivity, and integrity.
- Campus Information Centers staff must demonstrate respect, dignity, and courtesy at all times. The University and the Campus Information Centers are institutions which value diversity of thought and background and seek to be welcoming and inclusive of everyone with consideration for such aspects as race, ethnicity, gender, sexual orientation, disability, religion, or other differences.
- Campus Information Centers staff must remember that patrons are the highest priority during all working hours. Specifically, this means looking and acting accessible to patrons – making eye contact with passersby; greeting patrons in a friendly manner before they approach you; asking if patrons have further questions. Staff must not practice any behaviors that make them seem unapproachable: having a cell phone while on shift; listening to music; being focused on homework/computer to the exclusion of patrons.
- On-duty staff may not drink any alcoholic beverages or use any other drugs that may diminish alertness or effectiveness. Off-duty staff may not use, or be under the influence of, these substances in the area of the CIC sites.
- Campus Information Centers staff are required to be enrolled in the Fall and Winter terms during their employment and to be in good academic standing for both terms.
- Job requirements also include other duties listed in the Campus Information Centers Staff Training Manual or assigned by the Management Team.
- Campus Information Centers staff must consistently practice all CIC policies (internal staffing policies and external policies when interacting with patrons) listed in the Training Manual.
- Campus Information Centers staff are expected to take the initiative in conducting additional work assignments and in clarifying site and patron needs to the Management Team.

Campus Information Centers Staff On-Duty Shift Responsibilities

- Staff are expected to start work on the hour at CIC and on the half-hour at NCIC. If staff is running late, s/he must call the site and inform the staff member on-duty. Opening shift staff should arrive at the site 5 minutes before the site is scheduled to open, so that the desk will be open on time.
- Advance preparation for each shift includes: arriving early so you are at the desk at the time your shift is scheduled to begin, reading the Hot Log, reviewing the materials at the site and on the bulletin board, checking your e-mail, and other tasks as assigned.
- All Staff members will be required to work between 8 and 15 hours a week and not to exceed 18 (Spring/Summer staff may work up to 30 hours). Staff will also be expected to work one opening or closing shift each week.
- If a staff member is unable to work an assigned shift, a substitute must be found.
- Information Assistants: who are late to a shift by more than 10 minutes are considered tardy. Two tardies count as one missed shift. Information Assistants who miss one shift are placed on probation. A second missed shift will result in termination from the position (three missed shifts if a Fall/Winter/Spring/Summer employee).
- Office Clerks: although flexibility is inherent in this position, continual tardiness or missed shifts will result in probation, then termination.
- Missing a staff meeting (without prior approval from the Management Team) constitutes a tardy for the first staff meeting and a missed shift for the second. Missing a retreat counts as a missed shift.
- Information Assistant shift responsibilities are, in priority order: serving patrons at the site and on the phone; completing assigned tasks; answering info@'s; restocking and straightening materials; data entry; and cleaning.
- Office Clerk shift responsibilities are, in priority order: completing daily tasks; keeping materials ordered and organized; and working on longer-term assigned projects.

