

Custodial Employee Handbook

MSU- Sports Facilities

Revised 3/17/09

Work Schedule

Work schedules are posted in the custodial office located in room 119 of the Fieldhouse. The custodial work schedule follows a consistent pattern but may change due to events or other circumstances. Current schedules are as follows

Fieldhouse – 4:00pm – 12:30am - Monday – Friday
Fieldhouse – 4:00pm – 12:30am – Tuesday – Saturday
HFC – 9:30pm – 6:00am – Sunday – Thursday
HFC – 9:30pm – 6:00am – Monday – Friday
HFC – 9:30pm – 6:00am – Tuesday - Saturday

- ❑ Check work schedules at least twice a week for changes.
- ❑ If you notice an error, notify the Operations Manager (Brad Murphy) or Custodial Supervisor (Kole Kuntz) immediately.

In the event of an emergency or illness, contact the Sports Facilities office (x7117) or operations office (x4238).

Work Assignments

Work assignments are posted in the Task List binder in the custodial office area. Before every shift, it is essential that you check this binder for messages and assignments.

Log Entries

Log sheets are in the logbook located in the custodial office area. Log entries are an important written path of communication to the Sports Facilities Director, Operations Manager and Custodial Supervisor. All staff workers are required to fill out a log entry at the end of their shift. Anyone who has important information must also fill out a log entry. Log entries should be used:

- ❑ To document problems during shift
- ❑ Make suggestions
- ❑ Warn of hazards
- ❑ Any information deemed necessary for the Sports Facilities Director, Operations Manager, and Custodial Supervisor

When making entries, follow the form.

Disciplinary Action

Disciplinary action will be taken in written form if you do not fulfill your job responsibilities. These include (but are not limited to):

1. Tardiness.
2. Improper work substitution (short notice, no form, no manager approval).
3. Not completing job assignments.
4. Failure to wear proper attire.
5. Leaving job site without relief except for emergencies.
6. Sleeping.
7. Watching TV.
8. Improper computer usage.
9. Being disrespectful to patrons and managers.
10. Studying during a work shift.
11. Sexual harassment of co-workers.

Repeated offenses will result in job termination.

Failure to show up for your assigned shift will result in job termination. Showing up to work under the influence of drugs or alcohol will result in automatic job termination.

Proper Attire

- You will be issued a shirt or jacket for events.
- You must wear the shirt or the jacket during every shift.
- Shirts/ Jackets must be checked back in at the end of every shift.
- All jackets and shirts are property of the Sports Facilities Department if you lose them you will pay for them.

Blue jeans are allowed but they must be clean and not have any holes in them.

First Aid Kit

The first aid kits are located in the operations area and the break rooms. You are allowed to give out ice and band-aids to students and guests. Medications are for employee use only and should not be given out to anyone.

An incident report should be filled out if you have to use the first aid kit. Make sure you fill out the form completely and are detailed with your explanation.

Lost and Found

Lost and found articles should be brought to the Sports Facilities office after a lost and found form is filled out. These forms can be found in the Daily Log Book. If the articles have a form of identification on them, you may contact the owner to come to the facilities and pick up the article(s).

Radio

All radios will be checked out at the beginning of shift and checked in at the end of shift. Radios are located in the lockers in the operation area, and there are radios for security and event staff. All personnel are required to carry radios. Our policy of transmission is to state our name and the person's name you are calling (Kole Kuntz to Brad Murphy). This is a monitored frequency, do not use profanity, or inappropriate language. Excessive irrelevant chatter will not be tolerated. Be professional.

Keys

A complete listing of the keys and the doors they open is provided on a separate page in this manual. If any keys are lost or found to be missing, notify the Operations Manager or Custodial Supervisor as soon as possible.

Emergency Procedures

Emergency situations may occur while you are on duty. Examples of some emergencies include:

- Medical emergencies
- Fire
- Bomb threat
- Mechanical/equipment failure
- Power failure
- Natural disasters
- Building evacuation

If you are involved in an emergency situation it is important to remember to remain calm, don't panic.

1. Begin by assessing the situation and notifying the lead person on duty
2. If it is a medical emergency, do not administer any sort of first aid treatment unless you fully qualified to do so.
3. Call campus police immediately (2121). Campus police can also be reached by radio.
4. If the incident seems to be serious in nature contact the Operations Manager, Sports Facilities Director, or Custodial Supervisor.

5. If an emergency seems life threatening in nature or an ambulance is needed call campus police (2121).
6. Campus police (2121) are to be contacted for all maintenance emergencies.
7. Staff members not involved with the emergency situation need to add support and carry out the duties of those involved in the emergency.
8. Log all information concerning the emergency situation. Be as detailed and complete as you can. Do not give opinions or thoughts.
9. Never discuss or speculate about the emergency situation with customers or with staff members in the presence of customers.
10. Never discuss any aspect of the situation with the media press or customers.

All sports facilities employees are required to attend a basic first aid and fire safety training session.

Payroll and Personnel

Sports Facilities employees will fill out a W-2, I-9 and a Student Referral Card in the Sports Facilities office. Employees will clock in and out at the time clock located near the back room using their One-Card. If you miss a punch or have problems with the time clock, you must fill out a Time Clock Changes form. The pay week is Sunday- Saturday, and employees will be paid on the 11th of each month.

Vehicle Use Agreement

All Sports Facilities employees must complete a Vehicle Use Agreement before operating any vehicle, including the pickup, mule and tractor. Terms of vehicle use are detailed in the agreement, shown on a separate page at the back of the handbook.

Customer Service

We are in the business of providing a safe and pleasant environment for our customers. Customer service is of the utmost importance. Anything less than courteous behavior on the part of sports facilities employees results in a less than positive experience for our customers. To provide quality customer service we expect the following:

1. Positive attitude
2. Being attentive to customers and their requests
3. A neat appearance
4. Good verbal communication
5. Providing assistance to customers in need of help
6. Knowledge of events and activities (answering questions)