

Student Employee Handbook

Sports Facilities
Montana State University

Bozeman, Montana

Revised 8/13/2010

Student Employee Handbook

MSU- Sports Facilities

Revised 8/31/09

Work Schedule

Schedules will be posted on whentowork.com, as well as in the back room (located at the east end of the arena). They will be e-mailed to employees when revisions are made.

- ❑ Because our schedules are ever-changing, it is very important that work schedules are checked on a regular basis for changes.
- ❑ If you notice an error, notify Dave or Sarge immediately.

Substitution Policy

- ❑ Shift changes must be completed two days prior to scheduled shift.
- ❑ Ask other employees who perform the same job to cover your shift.
- ❑ If you find someone to switch with you, fill out a shift change request form located on top of the file cabinet in the operations area/back room.
- ❑ You are responsible for the shift if the proper paper work is **not** completed.
- ❑ Shift change request forms must be turned in to and approved by the Crew Supervisors.

In the event of an emergency or illness, contact the Sports Facilities Supervisors' office (x5610), the main office (x7117), or the operations office (x4238). If possible, ask other employees to cover your shift.

Work Assignments

Work assignments are posted in the "Task List" binder in the back room. Before every shift, it is **essential** that you check this binder for messages and assignments.

All students planning to return to Sports Facilities the following year **must** work a shift on Graduation Day.

Dry Erase Board

Important information will be posted on the dry erase board in the back room. Please check it before and after every shift.

Log Entries

Log sheets are in the logbook located in the operations area/back room. Event 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
- ❑ To make suggestions
- ❑ To warn of hazards
- ❑ Any information deemed necessary for the Supervisors.

Performance Appraisal

Performance evaluations are given on a semester basis, and you must have worked at least 80 hours. Your evaluation is based upon:

1. Interpersonal skills
2. Appearance
3. Time management
4. Job performance
5. Attitude
6. Motivation

Wage increase is based on appraisal for students returning after each semester. Wages may be increased up to \$0.10 for longevity and \$0.15 for appraisal.

Computer Usage

University computers are only to be accessed by employees and designated student workers. Usage is to be restricted to work related and/or appropriate subject matter. Inappropriate usage includes (but is not limited to): playing computer games, personal web-surfing, homework/studies, and accessing pornographic material.

Disciplinary Action

Disciplinary action will be taken in written form if you do not fulfill your job responsibilities. An example of the written form used is supplied with this handbook. Work examples which warrant disciplinary actions 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. Inappropriate use of computers
9. Being disrespectful to patrons and managers

Repeated offenses will result in job termination.

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

Proper Attire

- ❑ You will be issued a shirt or jacket for events.
- ❑ You **must** wear the shirt or the jacket during every event.
- ❑ All jackets are the 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. Only hats associated with MSU or Sports Facilities may be worn. Certain events (i.e. Broadway shows) may require more formal attire. Check with your crew supervisor or the Operations Manager if you have questions concerning the event attire.

All closers and weekend monitors are required to wear an event shirt as well.

First Aid Kit

The first aid kits are located in the backroom. 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. The Incident Reports are located on top of the file cabinet in the back room. Make sure you fill out the form completely and are detailed with your explanation.

A "Near Miss" Incident Report should be used to document conditions or actions that could have resulted in personal injury or property damage, which if not corrected increase the probability that injury or damage will likely occur. The "Near Miss" Incident Reports are located on top of the file cabinet in the back room. Make sure you fill out the form completely and are detailed with your explanations.

Lost and Found

Lost and found articles should be brought to the Sports Facilities office. 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

Radios are located on the cabinet near the lockers in the backroom and in the supervisors' office. All personnel are required to carry radios. Our policy of transmission is to state your name and the person's name you are calling (example: Dave 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. If any keys are lost or found to be missing, notify the supervisors, the Operations Manager, or the Sports Facilities Director as soon as possible.

Event Set Key List and Description:

- 1360 – Stadium (except athletics, suites, and concessions)
- C254A- Stadium thermostat
- 1848- Elevator
- 1034- Romney, north entry door
- P660- Catwalk
- 4883- Romney, gym and light panel
- 20501- Alarms HFC
- 1402 – Custodial closets
- 3608 – HFC/Shroyer
- 2551- Fieldhouse landing locks
- 2479 – Field house (except offices)
- P127 – Lights
- Hurd Key – Fire extinguishers
- Small Hex – Exterior doors to field house,
Exterior doors to Recreation Sports and Fitness Complex
- Light Key – Misc. light switches in all sport facilities

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. Do not 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 are fully qualified to do so (ex. First Aid, CPR, AED).
3. Call or instruct someone else to call campus police immediately (911 or x2121). Campus police can also be reached with supervisor radios.
4. If the incident seems to be serious in nature, contact the Operations Manager and Sports Facilities Director.
5. If an emergency seems life threatening in nature or an ambulance is needed, call campus police (911 or x2121).
6. Campus police (911 or x2121) are to be contacted for all maintenance emergencies.
7. Staff members not involved with the emergency situation need to add support wherever possible.
8. Never discuss or speculate about the emergency situation with customers, or with staff members in the presence of customers.
9. Never discuss any aspect of the situation with the media or customers.
10. Refer to the emergency response plan located on top of the file cabinet in the operations area/back room for more details on the emergency procedures for each facility.

All sports facilities employees are required to attend a lifting and fire safety training session. In addition, all supervisors are required to attend an AED life safety training course.

Payroll and Personnel

Sports Facilities employees are required to fill out a W-2, I-9, Selective Service form, a Student Referral Card, and a Vehicle Use Agreement. Employees will clock in and out at the time clock located near the back room using their Cat Card. If you miss a punch or have problems with the time clock, you **must** fill out a Time Clock Changes form located on the file cabinet in the backroom. The form must then be turned into the Technical Director. The pay week is Sunday- Saturday, and employees will be paid on the 11th of each month for the time worked in the previous month. Paper paychecks can be picked up at Montana Hall. Direct deposit is highly encouraged, therefore students who would like to take advantage of it need to see Sandy Taylor in the Sports Facilities' office, room 101. If your address changes, you **must** fill out a Change of Address form and turn it into Sandy as well. The Change of Address forms are located on the file cabinet in the backroom.

Vehicle Use Agreement

All Sports Facilities employees must complete a Vehicle Use Agreement before operating any vehicle, including the pickup, Kubota, mule, or tractor. Terms of vehicle use are detailed in the agreement, shown on a separate page at the back of the handbook. There are agreements located on the file cabinet in the back room.

If by some misfortune vehicle or property damage has occurred while you were operating the vehicle, a Vehicle Damage Report **must** be filled out. These reports are located on the file cabinet in the back room.

Customer Service

We are in the business of providing a safe and pleasant environment for our customers. Customer service is of the utmost importance. 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 when in need of help
6. Knowledge of events and activities (answering questions)

Cell Phone/Text Message Usage

Use of your personal cell phone is not allowed while working for Sports Facilities. You may make personal cell phone calls during a break period or ask for permission to make a call if an emergency situation arises. We suggest that you leave your cell phones at home or store them in one of the back room lockers.

However, closers and weekend monitors are allowed to carry their cell phones. They are to be used only for work purposes.