
EXPECTATIONS & ACCOUNTABILITY

Welcome to the team! Your job as a Residence Hall Facilities (RHF) student employee is very important. Being a student employee offers a way to offset the costs of attending the University and teaches you many great skills that will boost your résumé. In addition, you will experience a feeling of pride and accomplishment in a job well done and an essential service rendered. Your work as a student employee can be an excellent opportunity to lay the groundwork for a successful future.

To learn more about this important information, you can speak with your supervisor and/or refer to the student employee handbook available on the University Housing Human Resources website.

<https://www.housing.wisc.edu/jobs/student/>

HOUSEKEEPING TEAM

University residents depend on you to help ensure a clean, healthy, and safe living environment. Student custodians are an integral part of the custodial team, as you will be responsible for helping to maintain a high standard of service. Students working on weekday and weekend/holiday shifts play a vital role in keeping the halls clean, as well as healthy, safe, and pleasant places to live. Dependability and a well-developed work ethic are a must. As a member of the Residence Hall Facilities custodial team, you will be expected to be responsive, courteous, productive, professional, detail-oriented, and develop your customer service skills. Please review all of the information contained in the Student Housekeeping Manual in order to learn the rules, expectations, responsibilities and procedures applying to your position. Please review all the information contained in the Custodial Manual Standard Operating Procedures in order to learn the safety expectations, preparation materials, and procedures for performing all custodial activities, including disinfecting of high touch points. University Housing expects all full-time and student staff to strive for and attain APPA Level 1 cleanliness in all bathrooms and APPA Level 2 in all other spaces. APPA has, over the course of the last 100 years, developed criteria to determine the level or standard of cleanliness and disinfection for educational institutions across the world.

APPA Level 1: Orderly Spotlessness

- Floors and base moldings shine and/or are bright and clean; colors are fresh. There is no buildup in corners or along walls.
- All vertical and horizontal surfaces have a freshly cleaned or polished appearance and have no accumulation of dust, dirt, marks, streaks, smudges, or fingerprints. All lights work and fixtures are clean.
- Washroom, shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

APPA Level 2: Ordinary Tidiness

- Floors and base moldings shine and/or are bright and clean. There is no buildup in corners or along walls, but there can be up to two days' worth of dust, dirt, stains, or streaks, except in bathrooms.
- All vertical & horizontal surfaces are clean, but marks, dust, smudges, & fingerprints are noticeable upon close observation. All lights work & fixtures are clean.
- Washroom, shower fixtures and tile gleam and are odor-free. Supplies are adequate.
- Trash containers and pencil sharpeners hold only daily waste, are clean and odor-free.

On weekends and some holiday shifts, when the permanent custodial staff members are off, you and your team members will be completely responsible for delivering necessary cleaning services in the residence halls. Without your work, we couldn't even open the doors!

MECHANICAL MAINTENANCE TEAM

Residents and guests come to University Housing with the expectation of a comfortable, well-functioning place to live. Student maintenance staff play an integral role in achieving this high standard. Properly installed air conditioners, for example, are a major part of creating a comfortable living space. In order to provide top quality facilities, we require all of our student staff to arrive at work at their designated starting time, ready to provide their full effort toward meeting the goals that are set for the day. Teamwork, cooperation, professional conduct and willingness to go the extra mile are attributes that will enable our Maintenance team to meet or exceed our goals. Our supervisors support a positive, challenging work environment that rewards your hard work, with positive feedback, and support to ensure that your work experience is positive and fulfilling.

CAPITAL PROJECTS TEAM

The Division of Housing depends on the Capital Projects team to support the changing needs of the Division and in turn, exceed the needs of student residents through the management of construction projects that provide new or remodeled spaces, including painting. Students employed on the Capital Projects team play key roles in supporting our professional staff and will have the opportunity to work with a very diverse group of people including contractors, Residence Hall Facilities team members, other University department staff and student residents. Our work is very focused in customer service and you will be expected to be dependable, professional, productive and responsible; exhibit strong attention to detail; bring a strong work ethic; communicate effectively; and continuously improve customer service skills.

OPERATIONS TEAM

University Housing students, staff, and vendors depend on you to help ensure a welcoming and comfortable home and work space. Student Operations staff are an integral part of our ability to respond to issues relating to administrative coordination, interior design operations, move crew operations, sign printing/installation, as well as a wide variety of other support tasks. Dependability and a well-developed work ethic are a must. The Operations team also manages safety and security for the division through the operations of the Access Control and Key Shop. As a member of the Residence Hall Facilities Operations team, you will be expected to be responsive, courteous, productive, professional, detail-oriented, and have strong customer service skills. The Residence Hall Facilities Operations team expects all members to treat students, staff, and vendors with respect, courtesy, optimism, and strives to communicate effectively with the rest of the Residence Hall Facilities teams to provide a place where everyone wants to live.

PERSONAL PROTECTION EQUIPMENT

Due to the COVID-19 pandemic employees are required to wear a mask when in buildings or vehicles with others. They are not required to wear a mask while in an office or building/space alone. Employees can bring their own face covering or mask to work or one can be provided. Depending on the job and/or task other personal protection equipment (PPE) may be required. All PPE needed will be provided.

PROPER WORK ATTIRE

- Trousers, slacks, jeans, shorts (only if hemmed and not shorter than 2" above the knees) are considered proper work attire. Shirts and pants should not have stains or holes/rips in them.
- A University Housing name badge must be worn at all times in order to identify you as an employee to our residents and other customers.
- Housing (Maintenance, Housekeeping, Paint Shop, and Move Crew) supplies and requires all student employees to wear a University Housing t-shirt while on duty.
 - Housekeeping staff will not be allowed to wear the shirts home but instead will change into the shirts at work in the nearest bathroom. Employees must return the shirt (each unit has a specified location) at the end of each day or shift. Residence Hall Facilities will wash and keep track of the shirt inventory.
 - Warmer clothing may be worn over the uniform shirt as long as the employee remains identifiable via a name badge to customers.
- Staff must wear socks and closed toe shoes at all times. For safety reasons, no sandals or clogs are permitted. In general, no shoes that expose part of the foot or are difficult to keep on may be worn.
- Appropriate business casual clothing may be worn instead of the University Housing provided uniform for Office Assistants, Interior Design staff, Construction Assistants, Access/Key Shop, and Sign Shop staff.

ACCESSIBILITY & PUNCHING IN/OUT

Your student ID Wiscard is used to access exterior/interior doors, elevators, and to punch in/out via Kronos; you must bring your student ID Wiscard to work with you every shift. Each employee must punch in (swipe Kronos) themselves. If authorized by your supervisor, you may punch in/out via computer timestamp instead of using the Kronos time clock. If a punch in/out is missed or forgotten, you are required to fill out the applicable exception report form or email the exception report details to your supervisor. Your supervisor will make these available to you. If your Wiscard becomes lost, report it to your supervisor immediately and utilize exception reports instead of punching in/out in the interim. Navigate to <https://wiscard.wisc.edu/id-card/suspend-a-lost-wiscard/> to suspend your Wiscard.

To attain a replacement Wiscard, visit the Wiscard office in Union South. The employee is responsible for the cost of the replacement Wiscard. Upon receiving the replacement Wiscard, please submit the numbers on the front and back of the card to your supervisor so they may request electronic access be added to your new Wiscard.

KEYS AND ACCESS

University Housing takes the safety and security of its residents, guests, and staff very seriously. With this in mind, student employees are personally responsible for keys and access cards issued to them and are for their sole use only. Keys must be kept on a ring and chain attached to a belt or the body in a secure manner and not carried in a pocket (with the exception of any authorized/issued take home keys) or around the neck. All non-take home work-issued keys must be returned to their assigned secure location at the end of every shift, including lunch breaks that are taken off your work site. If these keys leave the work unit you are assigned to, you must report it to your supervisor immediately. If a key or access card is lost or misplaced, report it to your supervisor immediately; if a key or access card is used to access areas outside of designated work areas or designated work times, such action may be subject to the discipline process as outlined later in this handbook. **DO NOT LEND KEYS OR ACCESS CARDS TO ANOTHER PERSON AND/OR DUPLICATE UNIVERSITY KEYS;** such action may be subject to the discipline process as outlined later in this handbook.

BREAKS

You will have one 15-minute paid break per 4-hour shift. Employees may have the option and/or be required to take a 30-minute unpaid lunch if working 6 hours or more per shift. Your supervisor will inform you if you will need to punch in/out for your 30-minute unpaid lunch or if the time will be deducted automatically. The supervisor will determine and communicate when your paid breaks and unpaid lunch must occur based upon operational need. All breaks/lunches must be taken in designated break rooms, outdoors, or in areas designated by the supervisor in or around the unit you are working in. No breaks/lunches are to be taken in student rooms, lounges or other common areas. Employees are not to leave their assigned work area during the work shift without permission of the supervisor. Employees are required to adhere to physical distancing expectations while breaking.

ATTENDANCE POLICY

Our operational needs/expectations/ability to serve our customers is based upon the regular attendance of all staff. When staff members are absent or tardy, and the absence/tardy is unscheduled and not pre-planned, we have little time to adjust staff accordingly to meet operational needs/expectations. With this in mind, if you are ill or otherwise unable to work, you are required to call the call-in line no less than 30 minutes before the start of your scheduled shift. This call-in will be considered an unscheduled absence and you will be subject to the applicable discipline policy outlined later in this handbook.

If you expect to arrive to work late (tardy), you are required to call the call-in line or make direct contact with your supervisor in-person no more than 60 minutes within the start of your scheduled shift. This call-in will be considered an unscheduled tardy and will be subject to the applicable discipline policy outlined later in this handbook. A tardy is defined as one for which the student employee did not request and obtain permission in advance to be late to work by punching in more than ten minutes late/after the shift was scheduled to begin. It is up to the supervisor's discretion to grant permission for an edit to the employee's designated shift start/end time, only if contacted in-advance, prior to the occurrence of the tardy.

Scheduled absence/tardy - approved in advance by the supervisor and are, by definition, not subject to discipline under the attendance policy and/or the employee did supply an approved substitute to cover the shift.

Unscheduled absence/tardy - not approved in advance by a supervisor and/or the employee did not supply an approved substitute to cover the shift.

- Unscheduled absences and tardies accumulate throughout your employment and are considered disciplinable violations. Any violation of 3 or more unscheduled absences or tardies in any rolling 90 day period will be reviewed and assessed and discipline may be administered.
- The length of time between documented attendance related disciplines is always taken into consideration during the progressive discipline process.
- If you do not follow the call-in procedures, as stipulated previously in this supplement to alert your supervisor, this will be considered both an unscheduled absence and failure to follow call-in procedures.
- A no call no show will result if you do not call-in at all for an unscheduled absence.

To call-in an unscheduled absence or tardy on the automated voicemail:

1. Call 608-890-4569 and include the following in the message:
 - a. Your name
 - b. Your work unit/building
 - c. Why you are not coming to work
 - d. If calling in sick, indicate if you have experienced symptoms associated with COVID-19 or if you have been tested or told to isolate for COVID-19
 - e. When we may expect you back at work
2. Each voicemail will be forwarded as an attachment to a central email account.

SAFETY IN THE WORKPLACE

It is everyone's job to keep the workplace safe by following all safety regulations. University Housing Residence Hall Facilities provides all employees safety training ranging from ergonomics to fire safety to safe blood borne pathogen handling. A student employee who is injured at work must immediately inform their supervisor of the injury. The Injury Report Form must be completed within 24 hours. If needed, transportation from the workplace to medical treatment will be covered by a Housing contract with a local transportation company. See your supervisor for details. Safety equipment and tools will be made available for all employees depending on the position and type of work and may not be used for personal use/gain. Staff members are responsible for maintaining and safeguarding all tools and safety equipment. Only authorized people are to be in the buildings. Be sure to latch and secure doors/windows as instructed.

ELECTRONIC DEVICES

Any device used during your shift must be approved in-advance by your supervisor. If approved, the device must be used in such a way that other employees or customers using the area are not disturbed or distracted, and the employee can still concentrate on their work and hear co-workers, customers, and supervisors (i.e. only 1 ear bud in at a time and no personal calls). The approval to use an electronic device may be rescinded by the supervisor at any time without prior warning.

You may be asked to carry a two-way radio during your shift. All radio communication must be professional. All sensitive information including pest concerns, bodily fluid clean up, and mold clean up should not be discussed directly over the radio.

MISCELLANEOUS INFORMATION

To ensure our employee/financial resources are being maximized, it is of extreme importance to keep everyone on the unit team productive as well as assigning the right number of staff to complete the assigned tasks.

If any damage is found, please report it to your supervisor in order for it to be repaired.

All items found on the premises, which may have been left by residents or guests, are to be given to your supervisor. This includes money or other valuables left in rooms after guest/resident departure. **NO PACKAGES OR BUNDLES ARE TO BE REMOVED FROM THE PREMISES WITHOUT INSPECTION AND APPROVAL OF A SUPERVISOR.** Unauthorized removal of any property is strictly prohibited and is considered theft. Theft of property could lead to discipline up to and including termination. This includes tips from residents/guests (to include all conference guests). Explain to the guest that you are unable to accept tips/gifts and if they insist, encourage them to speak with a supervisor. Please see the online student employee handbook for more information.

Some student employees have continuous employment, which means that if you do not plan to work here during the academic year or summer season, you must give reasonable notice. Otherwise, it may impact your future employment eligibility. Your employment status will remain active until you give reasonable notice, file a leave of absence, or have your employment status frozen via a student employment intent conversation. Exceptions may be made on a case by case basis.

- Reasonable notice, spring semester: two weeks prior to the first day of winter break.
- Reasonable notice, fall semester: two weeks prior to the end of the spring semester.
- See also the student worker agreement (academic year)

Your summer appointment may be a separate appointment from your academic year appointment and may require that you apply for the position separately.

- Summer semester: see student employee handbook and student worker agreement (summer).

Proficiency Levels Implementation and Criteria

Question: When are students assessed for level two wages?

- **Answer:**
 - During the Spring Semester
 - During the Fall Semester
 - During the Summer

Question: How will it be communicated to an employee that they will move to a level two wage?

- **Answer:** A conversation with your Supervisor

Question: Who will approve and sign off on level two wage increases?

- **Answer:** Reporting structure sign off through the Assistant Directors of Residence Hall Facilities

Question: What positions in your department will be posted during a recruitment as having both a level one and level two wage?

- **Answer:** All Residence Hall Facilities student positions for academic year and summer.

Level Two Skills Requirements for Student Staff

- Must achieve 6 of the 9 below on a consistent basis
 - Works well independently
 - Seeks out additional tasks
 - Exhibits time management skills and ability to prioritize
 - Meets performance expectations
 - Follows up and follows through
 - Takes initiative, sees thing that need to be addressed and addresses them
 - Serves as role model to peers
 - Team player
 - Minimum nine months of service in the position or 200 hours worked

Level Two Skills Requirements for Student Supervisor Staff

- Must achieve 6 of the 9 below on a consistent basis
 - Works well independently
 - Seeks out additional tasks
 - Exhibits time management skills and ability to prioritize
 - Meets performance expectations
 - Follows up and follows through
 - Takes initiative, sees thing that need to be addressed and addresses them
 - Serves as role model to peers
 - Team player

- Minimum nine months of service in the position or 200 hours worked
- Must achieve 3 of the 4 below on a consistent basis
 - Displays leadership skills
 - Effectively leads team
 - Ability to provide staff feedback and support in a way it is well received
 - Understands impact of position