

SUGGESTED ORIENTATION AND TRAINING CHECKLIST

OVERVIEW OF DEPARTMENT

- Mission of Department
- Organizational chart and job responsibilities of staff members
- Other areas with which the office interacts
- Procedure manual

PHYSICAL SURROUNDINGS

- Introduction to co-workers
- Work area
- Location of equipment, supplies, restroom, break area, etc
- Information about nearby departments (to better answer customer's questions)

DAILY JOB EXPECTATIONS

- Work hours - daily and weekly
- Recording hours/timesheets - when they are due, where to pick up checks and what hours payroll is open.
- Dress code
- Punctuality
- Behavior/conduct on the job
- Confidentiality

SPECIFICS ABOUT PERFORMING REQUIRED TASKS

- Operating the phone, taking and forwarding messages
- Operating other office equipment: computer system, copier, fax, register, etc.

FEEDBACK/EVALUATIONS/COMPENSATION

- Informal and formal employee feedback (use of student evaluation form)
- Behaviors and actions worthy of immediate dismissal
- Potential for raise
- Summarize expectations in the "Statement of Understanding"

Questions?

Contact Student Employment Services
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