OVERVIEW OF DEPARTMENT

- Mission of Department
- Organizational chart and job responsibilities of staff members
- Other areas office interacts with
- 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
- TimeTraq system
- Dress code
- Punctuality
- Behavior/conduct on the job (i.e. gossiping)
- Confidentiality (signed document)
- Statement of Understanding (signed document)

SPECIFICS ABOUT PERFORMING REQUIRED TASKS

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

UNIVERSITY ACCESS PROVIDED TO STUDENT

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