Welcome to the American Jewish University

We are very pleased that you are interested in joining the staff at the American Jewish University. What follows is an orientation to student employment, our expectations of student employees, and various policies you need to know in order to do your job well. If you have any questions about these pages, please ask your supervisor or speak with the Director of Financial Aid.

Philosophy

Two kinds of experience help prepare you for the world of work. The first kind takes place in the classroom: learning to read critically, analyze logically, and appreciate knowledge that will help you master job skills in life. There is a second experience, which is important to success after college: learning to get along with people, to communicate with others on a professional level, and to perform your assigned duties effectively.

Every student employee is an essential part of the American Jewish University. There are many benefits for you as a student working on campus: flexible hours to fit your class and study schedules, excellent experience in dealing with people, experience in working as part of an organization, and future job recommendations.

This handbook will help you understand what is expected of you as an employee of the AJU. These guidelines are to be followed by all student workers. In addition, each supervisor will have her or his own expectations based upon the activities and responsibilities of the department.

Work Schedules

Interview with the supervisor of the position in which you are interested as soon as possible in the first week of classes. Once you are hired, you and your supervisor will determine how your work hours are to be spent throughout the semester. Federal Work Study (FWS) employees generally work ten to 12 hours per week, and may work a maximum of twenty (20) hours a week when school is in session, provided that they do not earn more than their FWS award. You may not work at any time that you are scheduled to be in class, even if the class is canceled for that day.

Your position as a student employee may require learning many things in a short time. Your supervisor will arrange for your training in the tasks or activities you will be required to
perform. It is important that you ask questions when you are in doubt or do not know. This is the way to learn and avoid making errors.

**Computerized Time clock**

Plastic timecards swiped through the time clock are required for recording the number of hours that you work. Following are some guidelines for using the computerized time clock accurately and how to ensure proper payment at the end of each month:

a) Each day that you work, you must clock in and out by swiping the plastic timecard through the time clock.

b) Pick up a **timesheet** from the Accounting Office according to the schedule posted by the time clock. The timesheet will have a red stamp on it to signify you as a Federal Work Study student. You and your supervisor must sign in the appropriate spaces on the timesheet.

c) **Signed** timesheets are due in the **Financial Aid Office** according to the posted schedule. It is your responsibility to get your supervisor’s signature on your timesheet before submitting it to the Financial Aid Office. You will then be paid on the last day of month.

**Payment**

Your Award Letter listed the maximum amount that you may earn for the academic year. It is your responsibility to keep track of how much you have worked and how much you have earned. At the beginning of the spring semester, the Financial Aid Office will send you an update regarding how many hours you have left to work for the remainder of the academic year. **If you have exhausted your Federal Work Study award for the year, you may not continue to work unless a) your supervisor agrees to pay you from his/ her departmental budget AND b) your supervisor provides the Accounting Office with a budget code to which to charge your wages.**

**Breaks**

Students working two consecutive hours are entitled to a 15-minute break. Do not clock out for this break. Students should take a meal break after working four consecutive hours. In any event, students who work five consecutive hours **must** then clock out for a break of at least 30 minutes. If you return to work, you must clock back in.
**Attendance**

The smooth running of the University often depends on your being dependable and punctual. You are expected to report for work according to your work schedule unless you have made previous arrangements with your supervisor.

When you are unable to work due to sickness or an emergency, it is your responsibility to let your supervisor know as soon as possible, preferably 24 hours in advance. Your position may include coverage for an area that will not operate unless you are there to staff it. If you do not arrive or arrive late, the AJU operations for which you are responsible may be seriously disrupted.

While the University makes every reasonable effort to provide needy and interested students with job opportunities, it does not commit itself to continue employing a student whose work is unsatisfactory or who is continually tardy or absent.

**Work Responsibilities**

When all the work you were assigned is completed, check with your supervisor for further assignments. The University atmosphere is conducive to learning and working. Please do your part by not having extended or loud conversations with friends or fellow workers, which may interfere with your duties or others. Your working hours are not the time to study, meet with faculty advisors, plan student activities, or visit with friends.

**Confidentiality**

Your work at the AJU may bring you into contact with sensitive information. Treat all information on the job with respect and confidentiality. Do not discuss details of information concerning other students or staff. Your professional attitude will inspire the confidence and regard of your fellow employees and fellow students.

**Telephones**

Personal calls should not be made on University telephones, nor should you receive personal calls unless there is an emergency.

**Communication**

Serving the University in the most effective way possible requires that staff and students function as a team. Teamwork depends upon communication.
Make sure you understand how to execute your assignments. When in doubt, ask questions. If you run into difficulties, report them to your supervisor.

Never leave a task in progress without writing an explanatory note. Make sure your supervisor and co-workers know what is going on.

If you had a problem during your work shift, let your supervisor know as soon as possible. He or she would rather hear about problems from you than from others.

**Quality and Quantity**

It is your first responsibility as a staff member to provide efficient and courteous service. In an effort to be part of the professional level of service that the AJU staff works hard to present, we expect you to execute your job in ways that are:

- **Accurate and complete**: Both of these characteristics are essential to keeping things organized and accessible.

- **Efficient**: Sometimes you will need to plan a task so that it is completed within a deadline. Try to determine methods that will help you get the job done in the quickest way without sacrificing quality.

- **Helpful**: Volunteer information when you have the knowledge; ask for assistance when you do not.

- **Informed**: As in class, you get good marks for knowing more than just the particulars you are assigned. Learn about your position, the resources, and the staff.

- **Willing**: There are times when demands on your services may exceed what you think is the scope of your responsibility. Another staff member may need your help, a demanding student may tax your patience and good humor, or your supervisor may need you to cover for someone who is ill. Remember that willingness, more than any other trait, is what makes you valuable to and appreciated by your supervisor.

**Suitable Attire**

No one expects student employees to dress professionally (though it’s fine if you do so). Still, there are minimum standards of appropriate workplace appearance expected of student employees. Think *clean, neat, well-groomed* and you are well on your way. Some examples of inappropriate wear: ragged clothing, tube or midriff tops, visible underwear, any garments with offensive or suggestive sayings or logos.

**Performance Appraisals**
You are responsible for the quality of work you do. In the middle of the fall semester and the spring semester you and your supervisor together will evaluate your job performance based on the performance appraisal form. The appraisal process gives you and your supervisor the opportunity to discuss your strengths and weaknesses. Together you can plan methods that will help you improve your overall job effectiveness. This will benefit both the AJU and your future career.

Below you will find the factors defining the list of criteria on the appraisal form. You should be familiar with these expectations and should consider methods of achieving them during your term of employment.

**Attendance**
- Arrives and is ready for work at specified starting times
- Works a dependable schedule
- Arranges relief or makes alternative arrangements at least 24 hours in advance of schedule conflicts
- Work the entire scheduled period
- Submits acceptable explanations for emergency absences
- Observes break and meal time limits

**Attitude**
- Shows interest in work
- Seeks to improve performance
- Is willing to receive and carry out instructions

**Communication**
- Listens carefully
- Gives clear feedback
- Communicates clearly orally and in writing

**Initiative**
- Begins a job promptly and stays with it until completed
- Suggests ideas for improving procedures
- Identifies and reports job related problems
- Looks for additional work when an assignment is complete
- Acts when the situation warrants attention

**Judgment**
- Displays ability to adapt to changing situations
- Analyzes and makes sound judgment about work to be done
- Seeks assistance for decisions when appropriate
- Works well independently
- Shows resourcefulness
- Plans and organizes work

**Observance of Policies**
- Adheres to guidelines in the FWS Employment Handbook
- Complies with policies, rules and procedures of work area
- Respects confidentiality

**Productivity**
- Follows tasks through to completion
- Strives for greater efficiency
- Uses time to best advantage
- Generates acceptable amount of work for job standards
- Completes tasks in length of time expected

**Public Service**
- Demonstrates sensitivity to needs of students and staff
- Dresses appropriately
- Responds courteously to others
- Represents AJU in a positive manner

**Quality of Work**
- Work is neat, accurate, thorough, and consistent
- Pays attention to detail
- Suggests innovations
- Follows closely oral and written instructions
- Keeps work area well organized and clean
- Demonstrates thorough knowledge of procedures

**Responsibility**
- Meets job requirements without constant supervision
- Cares properly for equipment and supplies
- Accepts accountability for designated jobs and goals
- Accepts responsibility for own decisions

**Working Relationships**
- Practices differences between working relationships with others when on the job and a social relationship when off duty
- Shows a cooperative attitude towards students and staff
- Accepts suggestions and criticisms from supervisor
- Works well in cooperative projects

**Dismissal and Termination**
If you must stop working on your Federal Work Study job, follow this procedure:

- Notify your supervisor at least two weeks in advance.
- Give written notice to the Financial Aid Office two weeks in advance.

Even though we have tried to state clearly the AJU’s expectations in this handbook, occasionally the behavior of a student employed on campus will require the supervisor to refer to the following statement on "Grounds for Dismissal." It is your responsibility to be aware of these dismissal conditions and procedures. If you have any questions, please contact the Director of Financial Aid or the Coordinator of Human Resources.

**Grounds For Dismissal**

Here are some examples of reasons for dismissal:

- Refusal to do assigned tasks
- Frequent tardiness or absenteeism, without prior permission of supervisor
- Unauthorized use of AJU materials, facilities or supplies
- Improper reporting of hours on a time sheet
- Consistently poor job performance or poor job skills
- Failure to maintain a positive, service-minded approach
- Reporting to work under the influence of alcohol or a controlled substance
- Insubordination
- Breach of confidentiality

In cases where a student’s conduct requires discipline, the supervisor will generally (depending on circumstances) first speak with the student employee about the problem behavior. A written warning may follow. Continued failure to meet AJU’s expectations of student employees can result in dismissal from the job or from the FWS program. If a student’s performance is marginal, and if after sufficient warning the student makes no significant improvement, the student will not be rehired for a subsequent academic term.

**And finally...**

Working on campus can be an excellent way to gain real life work experience while making money to help you continue your educational goals. Your commitment and level of responsibility to your campus job will be a foundation for your future employment. We hope that both you and the University will benefit from your opportunity to work on campus.