**1715 FRANKLIN OFFICE POLICIES**

**WORK SPACE AND APPEARANCE**

1. Make sure your workspace is kept neat and tidy.
2. If you need office supplies to help your area look professional, please talk to your supervisor.
3. There are cleaning supplies to dust or wipe down your desk in the kitchen.
4. Recycling is located in the outside courtyard. Please empty your recycling when it is full.
5. Trash is emptied weekly by the custodial staff. Please make sure that the trash receptacle by your station is set out where it is easily accessible to our custodian.
6. The coffee machine and supplies are available for everyone’s use.
   1. Please make sure if you make a pot of coffee that you also clean it out within a reasonable time frame.
7. The refrigerator and microwave are also available for everyone’s use.
   1. Please be sure to remove old food from the refrigerator within a reasonable time frame.
   2. If something you microwave makes a mess, please clean it immediately.
8. This is a professional office space, please dress and groom yourself accordingly, i.e. no torn or dirty attire or undergarments showing. A good rule is to look around and notice what others are wearing.
   1. If you are wearing casual logoed apparel, please ensure that it is free from messaging or imagery of drugs or alcohol.
   2. If there will be important visitors in the space during a given day, your supervisor or other full time professionals will communicate this to the suite.

**COMMUNICATION WITH YOUR SUPERVISOR**

1. When you arrive, please check in with your supervisor so that they know you are here.
2. If you are going to be late or unable to come to work, please communicate with your supervisor via pre-approved channels (some supervisors may prefer or be more responsive through one prescribed communication channel over others such as text vs. email vs. phone call).
3. When you leave, please say goodbye to your supervisor.

**TIMESHEET**

1. Sign and turn in your timesheet to your supervisor on the 10th or 15th of each month (or the last working day before the 10th or 15th).
2. It is your responsibility to track your own time.
   1. Shifts cannot be changed or switched without a supervisor’s prior approval. If your schedule changes for any reason, you will need to reflect that change in your area’s Outlook Calendar.

**CREATING A WELCOMING SPACE**

1. When someone enters the office, please say, “Hello. How may I help you?”
   1. If you are able to, please walk the person to the office of the person they are here to meet with.
   2. If they are in the wrong location, please get up and walk them to the proper location, if it is located in the building and you are able to.
   3. If you are unsure who the person is or where they are located, please make your best effort to look for information on them on the uoregon.edu website or directory.
2. Your coworkers also deserve similar courtesies, and should be greeted with a “Hello” and a smile.
3. This is a professional office that is here to provide services for those who need it. The suite is a professional space and employees should always maintain professional standards. This includes:
   1. No obscene or vulgar language
   2. No inappropriate conversations, including discussions about drug or alcohol abuse
   3. No gossiping about other employees
   4. No “hate” speech
   5. No music without headphones, unless you ask others around you if they want to listen to the music as well
4. It is not uncommon for coworkers to bring in snacks, treats, or other goodies to share with the office. If you have any food allergies or dietary restrictions, please notify your supervisor so that we can all be sensitive to those needs as appropriate (ex: label food items).
5. Some individuals may be sensitive to certain smells. While this is not considered a “scent-free” office, we ask that you be considerate of the suite when spraying perfumes/colognes/body sprays, using strong smelling lotion, or cooking strong smelling foods in the microwave.
6. In this office, we pride ourselves on our inclusive nature and the overall kindness, cooperation and fun that we share, regardless of our job titles or program affiliations. We encourage you to be as much a part of this culture of collaboration and support as is comfortable to you.
7. If you have comments, concerns, or suggestions for improving the work environment in our office space, please feel free to put a note in the suggestion box next to the microwave.

**1715 FRANKLIN**

**USING THE OFFICE EQUIPMENT**

**USING THE PHONE**

1. Answering the Phone
   1. When you are answering the phone, say something like: “Hello Parent and Family Programs or Commencement Office. This is (your name). How may I help you?”
   2. If you do not know the answer, take a message with name, contact info, and reason for call. Ask if they prefer an email or phone call response.
2. Dialing the Phone
   1. For other university offices, you just need to dial 6 and then the last four digits of the phone number (extension) (ex: 6-9262).
   2. For numbers outside of the university, dial 9 and then the 10-digit number.
   3. For long distance calls, you need an access code, which your supervisor will provide.
3. Transferring Calls
   1. When someone wants to be transferred, press the “transfer” button and wait for the tone. Then press 6-extension. The person will answer and you announce who is calling etc. Press “complete” and the call will be transferred.
   2. To transfer directly to someone’s voicemail, press 1-1111, when prompted enter 6-extension, and the hit complete.
4. Not in the office
   1. If no one is around to answer the phone, please press the “Send All” button.
   2. Make sure to press “Send All” again when you return, otherwise your phone will not ring and it will go directly to voicemail.

**USING THE COPIER/PRINTER**

1. Printouts can be sent by all computers in the office.
2. The copier requires a copy code, which you can obtain from your supervisor.
3. You can scan documents directly to email. To enter your email address permanently into the copier, please see Sarah.
4. Please let Sarah know when copier paper is running low, so that she can order more before it runs out.

**CHECKING THE MAIL**

1. Mail is located in the copy room
2. Get mail from wire box marked Student Life.
3. Distribute mail to people.
4. If not part of 1715 Franklin, then cross out the location and put the proper one.