

# MUHLENBERG

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## COLLEGE

CAMPUS SAFETY:	(484) 664-3112
CONTROLLER'S OFFICE:	(484) 664-3150
COPY CENTER:	(484) 664-3229
FINANCIAL AID:	(484) 664-3175
HUMAN RESOURCES:	(484) 664-3165
INFORMATION TECHNOLOGY:	(484) 664-3460
MAIL ROOM:	(484) 664-3160
OIT HELP DESK	(484) 664-3566
PLANT OPERATIONS:	(484) 664-3400
STUDENT HEALTH CENTER:	(484) 664-3199
STUDENT UNION:	(484) 664-3494

## Student Worker Guide

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## F.A.Q.

**Congratulations! You have been awarded a work-study position at Muhlenberg College and are a valued member of our staff. Acceptance of student employment carries all the responsibilities and commitments of any other employment.**

Q: What do I do first?

A: After you have successfully secured a work-study position and have determined your hours, obtain a Student Employment Contract, W-4 Form, and an I-9 Form from the Office of Financial Aid. Acquire the necessary forms of ID, have your supervisor sign the contract and return all completed forms to the Office of Financial Aid. Paychecks will not be issued unless these forms are properly filled out and submitted. Your job description and expectations will be defined by your supervisor.

Q: How many hours a week do I work?

A: On average, students work 6-8 hours per week but may work up to a maximum of 10 hours per week. Day/night/weekend hours are based upon the needs of the normal operating hours to support individual departments. Once you have reached the dollar limit of your financial aid funding, you must stop working unless otherwise approved by the Office of Financial Aid.

Q: How and when do I submit my timesheet?

A: Each month you must fill out all of the appropriate information on your time sheet. This includes the number of hours worked using ¼ hour increments and the 14-digit account number to be charged. If you are late or leave early, subtract the time from your timesheet. Sign and date at the bottom. Timesheets are reviewed, signed and submitted by the supervisor to the Controllers Office at the end of each pay period.

Q: Where and when do I pick up my paycheck?

A: Checks are to be picked up at the Controller's Office which is located in the basement of the Haas College Center. They are available on the dates listed on the pay period sheet that you receive from the Office of Financial Aid. You will need to show your college ID.

Q: How should I dress for work?

A: Dress appropriately and modestly. Please check with your supervisor to determine if there are any modifications specific to your office.

Q: What is considered proper phone etiquette?

A: Answer calls with a friendly greeting followed by department and your name (i.e. Good morning, Public Relations Office, John speaking). You are responsible for getting the most information possible from the caller. Please check with your supervisor to determine how to take and distribute messages, transfer calls or if there are any guidelines pertinent to your office.

Q: What should I do if I'm sick or unable to report to work?

A: Contact your supervisor directly via phone or e-mail as soon as possible. If you are unable to reach them, be sure to leave a message with someone else in the office.

Q: Am I permitted to take time off?

A: Please speak with your supervisor as far in advance as possible about any time you need to take off from work.

Q: What confidentiality protocol is expected?

A: Certain offices work with highly sensitive material. Information revealed through your work study position must be kept strictly confidential. Any infraction of this rule is a serious violation and can lead to termination. Please respect personal and professional boundaries.

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**Remember that you represent the College while at work, so always be friendly, hardworking, courteous, and offer extraordinary customer service to those with whom you come in contact.**

**Please check with your supervisor about any other questions or concerns you may have.**