



## Russell House Building Attendant Orientation and Training Checklist

This is a checklist to assist our full-time staff and building managers track the hiring and training process for a new student. This serves as a general guideline of learning outcomes to cover throughout the first few shifts with a new employee. For questions, please reach out to the Assistant Director for Russell House Operations .

### Welcome and Hiring: Before Student Begins Working

- Email Fiscal Analyst hiring information (Given name, USCID, e-mail, budget code, direct supervisor)
- Send an e-mail to new student hire with instructions for hiring paper work
- Discuss training/orientation process, receive e-mail/phone number/polo size if needed.
- Set up profile in SubitUp, input availability, schedule for orientation and training, order nametag

### Departmental Overview

- Introduction of Russell House University Union mission statement, encompassing offices, and Russell House Leaders program
- Explanation of organizational chart, where the building staff fits into the structure and the big picture
- Tour of the grounds, introduction to staff, tenants, storage, and reservable spaces
- Overview of University policy and procedures (Carolinian Creed, Equal Employment Opportunity, Sexual Harassment Policy, Drug use policy, Student Employment policy, Title IX policy, On-the-Job injuries)

### Job Responsibilities and Expectations

- Distribution of handbook and needed manuals
- Review job description, general policies, and expectations (Carolinian Creed, Dress code, Work etiquette, Radio etiquette, Emergency procedures)
- Introduction to SubitUp and scheduling policies and procedures (Call out/Tardiness policies and expectations, Swap Shift, Clocking in/out, Accessing shift and shift notes, Request for Time Off (RTO), Changes in availability)
- Review disciplinary policies and recognition program
- Watch "A Day in the Life of a Building Attendant" and discuss Russell House Basics (Building rounds, 7point Ops, White board, SocialTables, Keyper System, Storage)

### Skills Training

- Review proper way to set up, breakdown, and store non-AV equipment for events in reservable spaces
- Review proper way to set up, breakdown, and store A/V equipment (See AV training checklist)
- Skills assessment

### Policies, Procedures, and Skills Overview

- Student has completed comprehension assessment on Blackboard ahead of shadowing
- Student has shadowed a Building Manager or senior Building Attendant and reviewed common policies, procedures, and situations
- Student has been shadowed by a Building Manager or senior Building attendant, taking lead on everyday duties/responsibilities