The following document contains important guidelines and procedures in relation to the office assistant position with the Facilities Services department at Valley City State University. The review of these guidelines and procedures is mandatory before beginning employment with the Facilities Services Department. For questions concerning this document, contact your supervisor.

Department of Facilities Services
Welcome to the Facilities Services Department!

This handbook was developed to serve as a training manual for your position and as a reference guide for day-to-day questions. This handbook will explain the general tasks and procedures your need to know for this job and answers many commonly asked questions.

**Your Job**
As a student office assistant in this department, your primary role is to support the office staff and Facilities Services Management by solving problems quickly and courteously, demonstrating excellent customer service skills, and having a strong understanding of office work. You need to be willing to learn, be self-motivated and have a willingness to address issues as they arise.

**Your Supervisor**
The Facilities Services Office Manager/Safety Coordinator directly supervises this position. Many of your tasks will be assigned by your direct supervisor, but you may be asked to help the Event Coordinator, Assistant Director, or Director.

Any questions or complaints you have concerning your job should be directed to your direct supervisor.
Policies

Attire and Personal Conduct
The Facilities Services Department is a casual office. There are, however, a few standards for dress and conduct that you will need to follow.

Your appearance should reflect the fact that you are working in a visible role in a high-traffic professional office. Essentially, that means that you should be clean and presentable. Jeans and t-shirts are acceptable attire, just be sure they are not worn out (torn, frayed, holes, etc.). Clothing should not display offensive or obscene images/messages.

The same level of professionalism should be applied to your conduct within the department. Remember to speak politely and be as helpful as possible when answering a telephone or interacting with a visitor. No matter who the caller is or where they are from, you must always be professional and courteous. If you feel that someone is being rude to you, please direct that person to a staff member.

Personal Phone Calls
We understand that there may be times when you need to make a personal phone call while at work. If you make such a call while in the office, please close your office door and keep the call brief.

Illness
Please do not feel it necessary to come in to work on days that you are not feeling well. We neither expect nor want you to show up on these days. Take the time to recover at home so you do not pass your illness on to your co-workers. You are, however, expected to let us know through email or text, before your shift begins that you will not be coming in to work due to illness.

Lateness/Absence
If something unexpected keeps you from arriving to work on time, please notify the office as soon as possible that you will be late. If you know ahead of time that on a specific day you would like to be late, please discuss this with your direct supervisor.

School Related Lateness/Absence
We understand that there may be certain times of the year when school responsibilities will monopolize your time, making it difficult to make it in to work. If you anticipate situations like these, please discuss with your direct supervisor ahead of time. Remember that school is your top priority and we will work with you on making your hours work with your school obligations.
School Work
Student Office Assistants are permitted to do school work in the office under the following circumstances:

- All regular, daily tasks are completed
- Your direct supervisor has no other assignments for you (you need to ask for additional tasks)
- If a task is assigned to you while you are working on school work, that task needs to take priority

Please remember that you are being paid to do work for the department and doing school work in the office is a last resort.

Confidentiality
There are times that you will be handling confidential material. When working with confidential documents, remember the following:

- Keep all documents out of public view (do not leave them on the front desk or counter or other unattended areas)
- Do not discuss these documents with anyone besides FS Office Staff
- Don’t hesitate asking questions concerning confidential documents with your direct supervisor

Timesheets and Paychecks
Your direct supervisor will have copies of the Student Employee Timesheet or it can be found here: [http://www.vcsu.edu/employeeservices/vp.htm?p=688](http://www.vcsu.edu/employeeservices/vp.htm?p=688). The beginning and ending dates must be correct. You should fill in your name, employment type, and department: Facilities Services. You must show total hours worked rounded off to the nearest quarter hour (.25, .5, .75). Remember to sign your timesheet before turning it in.

Timesheets must be signed and dated by the direct supervisor and student. Timesheets are due in the Facilities Services Office by 11am on the day following the end of a pay period. There will be consequences for falsifying records.

**A time sheet that is not filled out correctly or is not turned in on time will be returned to the direct supervisor and your check could be delayed.**
Office Duties

Reception
There should always be a person sitting at the front counter. You will share the front counter with the FS Office Assistant and your primary work station is in the office connected to the Assistant Director's Office. Please keep your work area(s) clean and orderly. Keep your personal belongings put away. When a visitor approaches the front counter, greet them pleasantly and politely. We are a service-oriented department and we strive to maintain high customer satisfaction.

If you are unable to answer a visitor’s question off the top of your head, ask the FS Office Assistant, direct supervisor, or reference the Facilities Services website.

Telephones
As the student office assistance, you will be answering phone calls that come in through the general office line (3-7705). The proper telephone greeting is; “Facilities Services, this is ______________, how may I help you?” To pick up another line, simply press the flashing button on the phone- use the same greeting and answer the caller’s question to the best of your ability.

Voicemail & Department Email
The general office phone’s voicemail should be checked every morning and as necessary after that. To access the voicemail, press the button “Messages” and when prompted enter the password: 5077548.

The department email account is facility.services@vcsu.edu. All work-related correspondence should be done through this email account. The password will be given to you during training.

Request for Payment (RFPs)
You are responsible for creating department RFPs on a daily basis. RFP: A form used by the Business Office to track the expenses of each department and to ensure that these expenses are properly paid from the right funding source.

Invoices will be received and should be given to your direct supervisor for code information. Once you receive the invoice you will follow these instructions:

- Open the ‘FS RFP 2’ icon.
• Put the cursor in the “Vendor Name” field and select ‘Filter’. This shows a list every vendor an RFP was ever made for.
  o From there search the list for the vendor the RFP is being created for.
  o Uncheck the “select all,” scroll down to the vendor or start typing the vendors name and place a check mark, then press “OK.”
  o All of the records for the specific will be showing, use the >> arrow at the bottom to reach the last record and to create a new form.
  o Copy the address information over to the new form.
  o Place the cursor in the invoice date and enter number and also provide invoice date along with the date received (today’s date).
  o Enter the invoice information.
  o Multiple invoices from the same vendor can be put on the same RFP. (Previous RFPs can be used as a reference.)
  o Enter the account information at the bottom.
  o *All Prairie Waters Educational Center invoices need a copy sent to Andre DeLorme.*

• **PROJECTS**
  o If the RFP has a project number, print an extra copy of the RFP and invoice to give to the Director.

• **CENTRAL STORES**
  o Type “See Attached Sheet” across the FUND, DEPT, and ACCT fields with the total in Amount.
  o The “VCSU Supply Breakdown” spreadsheet gets attached to this RFP.
Mail
Mail is delivered to the campus FMC (McFarland 145) and will be picked up twice per day (10:30am, 2:30pm). Mail should be sorted as soon as it is received. All invoices should be given to FS Office Manager to provide code information.

Parking Duties
There are several parking duties that are the responsibility of the Student Office Assistant. Follow these instructions (passwords will be provided during training):

Voiding a Citation in T2Flex
1. Login in to T2 Flex website
2. Open/login to cash drawer (VCSU Drawer 1)
3. Search by person, citation # or license plate
4. If there is a linked customer, go to #4. If not and you know the customer: Select search and then enter the ID# or name. (For voiding visitor citations, you will NOT need to enter customer information)
5. Select “remove” (customer) → finish
6. Select “Void Citation” on the left hand sign of the screen. Select a reason [excuse card, visitor, officer error, void] → save
7. You will need to reset the customer by selecting set → save

Transferring files from the handheld to the computer using HCS
1. Launch the HCS program (shortcut located on the desktop). The program will automatically start making updates to the Flex server.
2. While the update files are being transferred, turn on the handheld and exit out of T2Flex.
3. Once you are on the main screen, you will see a Bluetooth icon in the lower right hand corner. Select this icon- it will open to a dropdown menu → select “Bluetooth LAN access.
4. Clear out the User Name and select “OK” at the next screen select “Select”.
5. Next open T2 Flex in the main dropdown menu (under “Start)
6. Enter password (58072)
7. Select “Communications (Upload/Download)
8. Select “Start”
9. Communication will then begin between the handheld and the computer. Files will automatically be transferred. The program will close out when it is finished uploading.

Running the NOF Report
1. Login in to T2 Flex website
2. Select “Reports” icon
3. Category → Citations; Report Name → NDUS Unassigned Citations Sorted by Plate
4. Select Next
5. Enter Citation Issue Date and End Date. Select “VCSU”.
6. Export to Excel.
7. Save and email report to Facilities Services Office Manager.
8. You will receive the report back with addresses and owners matching the plate. Link these vehicles with the owner by searching by name or address.

**Linking a Customer with Vehicle/Citation**
1. Enter the citation or vehicle information.
2. Under “Customer”, select “Link”.
3. Search by customer name or emplid.
4. Select “Owner” or “Driver”. Check “Assign All Unassigned Citations”.

**Creating a Citation**
1. Login in to T2 Flex website
2. Select “Create” icon → Insert Citation
3. Enter given citation information → Next
4. Enter any other information needed → Save
Utilities Spreadsheets
These reports are used to track the expenses associated with heating, electricity, water, garbage and other utilities.

- Electricity Report
  - Valley City Public Works
- Energy Report
  - Center Coal, Inc.
  - Montana-Dakota Utilities
  - Rainbow Gas Company
  - EERC (Coal Analysis) (each month a sample of the coal gets sent to EERC- see analysis file.)

These reports are found on Facilities Services user desktop in the Work Documents folder under Utilities. Select the spreadsheet for the current FY. These reports need to be updated every time a bill is received from one of the above-mentioned vendors.

**Account information for RFPs is broken down on the Electricity spreadsheet.

Clothing Allowance
The clothing allowance spreadsheet is located on the Facilities Services cloud account. Each month a statement is sent over from the Bookstore. Employees who purchases clothing with their clothing allowance will be identified and the charges will need to be added to their balance. Once the charges have been added to the spreadsheet, the Bookstore statement is filed in the file cabinet. (Each employee has a tab within the spreadsheet.)

Key Operations
The Student Office Assistant will help with certain key operations. Training will be provided on a need to know basis.

Website Maintenance
The Student Office Assistant will be asked to help maintain several department websites. Training will be provided on the HomePage builder software.

State Fleet- Scheduling Vehicles

1. Review the vehicle calendars for the timespan to select the best vehicle for the reservation; 'Schedule View' is best for this.
2. Click on the chosen vehicle calendar and then click on 'New Appointment'
3. If there are no vehicles available, refer the party to the VC DOT (701-845-8803)

4. In some cases it will be necessary to set up reoccurring reservations for a few weeks or for the semester. Click on the ‘Recurrence’ button and set up the appropriate time frame.

5. On a weekly basis, create an excel calendar of the week’s vehicle reservations to print off and keep in the book by the key cabinet. Keep the printed calendar updated as new reservations come in.

**Alert driving – Large passenger van training**
- Before an employee can drive an LP van, they need to complete an online training through NDDOT
- **STUDENTS ARE NOT ALLOWED TO DRIVE LP VANS!**

**Explain procedures to new employees/drivers**
- Log beginning and end mileage
- Personal vehicles cannot be left in the garage
- Use the Voyager card to fill up gas and wash the car before you return it to the garage
- Voyager card can be found in the glove compartment with gas code and car wash code
- Leave car unlocked in the garage
- Make sure the door to the garage is shut all the way when you leave
Closing the Office
When closing the office, please be sure that all the lights are shut off and that all office doors are closed and locked (with the exception of the conference room door) and be sure to lock the main door. Turn the sign to read “Office Closed”- change the clock to reflect your return time if you are planning on returning to the office.

Closing Statement
We are a laid back and fun department, but it is still important to remember that this is a professional office and you must do your part in maintaining this atmosphere. Follow directions from your direct supervisor and ask questions when you are unsure of a procedure. We look forward to having you as part of our team!