

Career Assistant Handbook

**Experience and Professional Development Office (XPD)
Career Resource Center (Mary Hall 25)
Saint John's University**

Experience and Professional Development Office Mission:

XPD empowers students to connect their aspirations with opportunities and translate their liberal arts education to achieve meaningful personal and professional lives. We coach students to explore, do, reflect and connect.

EXPLORE. DO. REFLECT. CONNECT.

Student Employment – Saint John’s Office

Job Title: Career Assistant

Department/Agency: Experience and Professional Development Office (XPD)

Length of Position: Academic

Function/Description of the Position:

A Career Assistant (CA) works as a member of a team to staff the SJU Career Resource Center (CRC), assist students and alums with their career development, deliver career programming, assist organizational representatives, complete career projects/programs, and build and maintain partnerships with internal and external constituents. This is a paraprofessional position reporting to the Director of Career Services and CA Coordinator(s).

Duties & Responsibilities:

Assist Students and Alums:

- Assist students and alums, in person, via phone or electronically, with their career questions.
- Educate students about career programs and services and encourage participation in events.
- Provide initial critiques of student resumes, cover letters, and LinkedIn profiles.
- Assist students and alums in using the Experience and Professional Development Office home page, career-related websites and resources.
- Connect students to the XPD staff as well as faculty and staff.

Serve as a Leader and/or Team Member for Projects/Programs:

- Serve as a Lead and/or Team Member in multiple areas while being familiar with and supporting other project/program areas.
- Gather data on CRC usage, programs, and outreach efforts; analyze and present data related to assigned programs; submit all data/analysis to the CRC Assessment Team who will finalize the data, prepare reports, and communicate the information to the staff.
- Develop marketing concepts and produce marketing materials in coordinator with the Marketing Team.
- Conduct tours/provide brief overviews of XPD for students and prospective students and their parents.
- Contribute to the success of the First Destination Survey; complete tasks assigned by the First Destination Survey Lead.
- Complete assignments for the Career website (e.g., alum profiles), CareerBuzz, social media, written materials, and Career Library, etc ... as directed.
- Design and execute a bulletin board to enhance visibility of XPD services and resources

Deliver Career Programming:

- Assist the professional staff with group presentations (set-up, materials, marketing, presenting).
- Design, organize, and present career programming to selected groups as directed by the professional XPD staff.
- Connect with campus staff/students to develop, promote, deliver, and evaluate career programs.
- Communicate program progress to CA Coordinator(s) and professional staff.
- Prepare a program summary including data analysis and evaluative comments; discuss the summary with the CA Coordinator(s) and the designated professional staff member.
- Work with Team Leads, the Co-Coordinators, and professional staff to support career events (Information Tables, Information Sessions, targeted group presentations) including logistics.
- Assist with the design and delivery of on-campus career fairs including marketing, logistics (set-up, media), assisting organizational representatives before and during the fair, and gathering and summarizing data.

Assist Organizational Representatives:

- Greet and assist organizational representatives (e.g., recruiters for jobs and internships, representatives of volunteer organizations, graduate program admissions staff) utilizing the CRC (including interview suites), presenting Information Sessions, hosting an Information Table or participating in a Career Fair.
- Interact with the organizational representatives throughout their time in the CRC to ensure their needs are met, questions answered, and to promote the Experience and Professional Development Office.
- Provide exceptional customer service including troubleshooting situations that arise.
- Greet and assist organizational representatives on campus for information sessions and receptions; contact Media or Special Events on their behalf to ensure appropriate media equipment and refreshments.
- Set up (furniture and technology) in Mary Hall 8 for off-campus organizations; teach employers/ representatives technology operations; if needed trouble-shoot the technology.
- Gather and communicate participation data and general feedback from the organizational presentations.

Build and Maintain Partnerships:

- Ensure a seamless partnership with all CSB and SJU CAs on projects and programming.
- Build and maintain relationships with faculty members, staff members, and the FRs and RAs to ensure support for career-related programs and services and to contact for information and data gathering purposes.
- Connect with Alumnae/i Relations to identify alums for career programs.
- Connect with alums for participation in career-related events.
- Professionally represent XPD with employers/organizational representatives, and alums.
- Build relationships (e.g., Dining Service/Events, Media Services) that provide support for career events.

Continuous Training and Learning:

- Know and continually update knowledge of the office's programs, resources, and services.
- Attend all scheduled staff meetings and training sessions; attend designated career-related workshops and programs; attend designated training sessions offered by other areas (e.g., IT Services, SELT).
- Take the initiative to learn about career topics and resources.
- Meet on a regular basis with the CA Coordinators and/or the Director of Career Services to discuss your personal and professional development and resources and strategies to enhance your development.
- Teach other CAs skills and knowledge that will enhance their performance.

Minimum Qualifications:

- Excellent interpersonal and communication skills
- Ability to teach and present (may be to individuals or groups of up to 100)
- Self-motivated, willing to take the initiative; able to complete projects with minimal supervision
- Attention to detail and accuracy
- Strong organizational and problem solving skills
- Willingness to learn new skills and information; strong willingness to work on your own career development
- Ability to maintain confidentiality
- Experience with or the willingness to learn technology and programs for projects and programs
- Able to gather and analyze data and make recommendations
- Ability to handle multiple projects in a flexible environment
- Willingness to accept and incorporate feedback from co-workers, CA Coordinator(s), and professional staff
- Able to professionally represent the office to internal and external constituents
- Previous customer service experience is desirable
- Able to contribute to a positive working environment
- Able to lift up to 50 pounds; move materials, sandwich boards, media equipment, furniture, etc

Work Schedule:

Must be available to staff the CRC (usually 2 hour shifts) during office hours (Monday-Friday, 8:30 a.m. to 4:30 p.m.); be available to present and/or facilitate evening programs, and be willing to work outside of shift hours to complete assigned tasks and projects. Must be available for CA meetings and for training sessions (includes meetings and sessions in the evenings).

Contact Person: Heidi S. Harlander, Experience and Professional Development Office, Mary Hall 10, 363-2724

Student Employment - Saint John's Office

Job Title: Career Assistant Coordinator

Department/Agency: Experience and Professional Development Office (XPD)

Length of Position: Academic

Function/Description of the Position: The Career Assistant Coordinator is responsible for the Career Resource Center (CRC) staff, ensuring the overall day-to-day functioning of the CRC, supporting XPD programs and services, building and maintaining internal and external partnerships, and working with the XPD professional staff to ensure exceptional functioning of the CRC in accordance with the XPD's mission. This is a paraprofessional position that reports to the Director of Career Services.

Duties & Responsibilities:

CRC Staff:

- With the Director of Career Services, select, train, supervise, and evaluate the Career Assistants (CAs).
- Schedule the CAs to cover the CRC operations and programming (may include scheduling self to cover when CAs cannot staff); have a presence at work shifts to monitor the work and development of the CAs.
- Provide the CAs with continuous feedback to promote their professional and personal development; address issues of productivity, performance, and attendance as necessary.
- Motivate the CAs to provide exemplary service, deliver professional programs, and to fulfill the XPD mission.
- Assign CAs to projects, programs, and tasks to ensure all responsibilities are fully covered and functioning.
- Maintain the CRC Handbook to reflect current policies and procedures and ensure its use by staff.
- Maintain the CRC calendar and Post to ensure communication of events, event procedures, and other protocols.
- Update the CRC project sheet to reflect operations and practices.
- Monitor the log sheets and communicate payroll timelines.
- Schedule and conduct regular meetings and trainings with the CA staff.
- Ensure all CRC employees have met and are incorporating the required trainings and proficiencies.
- Role model appropriate and professional behavior to the CAs to ensure their ability to effectively work with all XPD constituents (e.g., students, employers, alums, faculty/staff, prospective students/parents).

Day-to-Day Functioning of the CRC:

- Work with the CAs on exemplary customer service.
- Supervise the Career Assistants in the design, promotion, leadership, and evaluation of programs.
- Promote the XPD Office; supervise the work of the CAs in Marketing and Social Media; assist with the preparation of materials, identifying target audiences, and delivering information to audiences.
- Manage the CAs to ensure collection and analysis of data and preparation of the CRC report.
- Work to identify communication and marketing topics, assist CAs with the preparation of pieces, and ensure the timely delivery of communication and marketing pieces.
- Supervise and assist with the website including updates and improvements.
- During shifts (as needed) respond to customers, work on selected programs, and perform other CA duties.
- Provide support to career events while monitoring the event and the work of the CA team.
- Monitor the Library including the inventory and check-in and check-out procedures.

Support the Experience and Professional Development Office's Programs and Services:

- Educate others on the XPD mission.
- Implement and supervise policies and procedures related to programming and services.
- Gather input from the CAs, career professionals, and customers/users to generate programming ideas.
- Assign CAs to programs; supervise the work of the CAs as they design, develop, and present programs.
- Meet with career professionals to communicate CA progress and professional development.
- Problem solve during program development and delivery; work with CAs to ensure learning from situations.
- Ensure assessment of each program and the completion of a summary report (evaluation and recommendations).

Build and Maintain Partnerships with Others:

- Develop and maintain relationships with faculty/staff members and collaborate on programming.
- Collaborate with student clubs to develop and present career-related programming.
- Work with Alumae/i Relations to connect alums to programming.
- Professionally work with employers, provide exceptional customer service, and promote the XPD to ensure strong partnerships.
- Work with Admissions to serve prospective students and their parents as they learn about the Experience and Professional Development Office.
- Professionally represent the Experience and Professional Development Office at events.
- Gather and communicate data and feedback from employers and organizational representatives.

Work with the Office of Experience and Professional Development Staff:

- Schedule and participate in weekly meetings with the Director of Career Services to discuss CA performance and development, services and programs, and to design staff meetings and trainings.
- Schedule and participate in meetings with the professional staff to work on targeted events, garner feedback on the CAs and the functioning of the CRC, and gather their ideas on new initiatives.
- Ensure the preparation and communication of the CRC Annual Report.
- Work with the office staff on issues related to the CRC including facilities, budget, and staffing issues.

Minimum Qualifications:

- Knowledge of and experience with the career development process, experience in a career office, and experience as a Career Assistant.
- Excellent interpersonal and communication (oral and writing) skills
- Able to build relationships and work with a wide variety of people and groups
- Proven ability to lead, teach, coach, and manage others
- Ability to present (may be to individuals or groups of 100)
- Ability to organize and manage a wide range of operations and programs
- Experience with designing, implementing, and evaluating career-related programming
- Ability to handle multiple projects that involve a wide-range of people (e.g., students to employers to alums)
- Able to maintain confidentiality and ensure confidentiality of a staff
- Experience with computer software programs that support the functioning of the XPD
- Ability to exercise independent judgment
- Able to examine situations and solve problems
- Ability to work in a flexible and changing environment
- Self-motivated, able to identify organizational needs and operate proactively
- Ability to gather and analyze data and make recommendations
- Innovative: make changes to better meet customer needs and deliver programs, institute new training practices, develop new policies and procedures, and enhance marketing efforts
- Committed to continuous learning and improvement on both an organizational and personal level
- Strong interest and willingness to work on own personal and professional development
- Able to accept and integrate feedback from supervisor and other members of the Experience and Professional Development Office staff
- Able to professionally represent the office to internal and external constituents
- Demonstrate commitment to the XPD, ultimately fostering the success of the entire office and staff

Work Schedule:

During the academic year: 1) work weekdays and some evenings; 2) float through the CRC during office hours (Monday-Friday, 8:30 a.m. – 4:30 p.m.); 3) meet weekly (one-hour) with the Director of Career Services; 4) meet with CAs and the professional career staff on programs; cover shifts that cannot be covered by CAs; 5) conduct regular hour-long staff meetings/trainings; and 6) conduct a training prior to the start of the academic year.

Contact Person: Heidi S. Harlander, Experience and Professional Development Office, Mary Hall 10, 363-2724

Experience and Professional Development Office Projects and Programs

Ambassadors:

- Serve organizational representatives (corporate, non-profit/volunteer, graduate school) working with the Experience and Professional Development Office including for Information Sessions, Information Tables, Fairs, Career Seminars/Panels, and Networking Events.
- Work with the professional staff, Calendar, E-link, and OCI schedules to ensure you know the dates/times locations of events.
- Learn about the participating organization(s) PRIOR to the event.
- Assist with marketing the events; work with the professional staff and Marketing Lead to develop and implement the marketing plan.
- Work with the Director or Associate Director to organize events (may include arranging rooms, refreshments, media, gifts – e.g., bread, ...) to ensure smooth functioning the day of the program. Be prepared to troubleshoot as the event unfolds.
- Attend Information Sessions, Fairs, and other XPD Events as directed. Check with the Director or Associate Director to ensure you understand your role at the event.
- For all events (exception: Information Tables) arrange for the scanner (prepare sign-in sheets as back-up), materials and evaluation forms; scan student IDs/take a manual count.
- Meet and greet representatives at Information Tables, Information Sessions, Fairs, Seminars/Panels, and Networking Events. Project a professional image in your dress, manner, and comments as you represent the Experience and Professional Development Office and CSB/SJU.
- Prepare an event summary (student, faculty/staff, employer, alum attendance, feedback, and recommendations); submit the information to the Director, Co-Coordinators, and CRC Assessment Lead.
- Educate other CAs on key information from the event both individually and at CA meetings. This could include positions (internships, full time, volunteer), hiring needs, trends, student preparation to succeed, etc ...

Corporate Ambassadors:

- Evaluate company information and handle as appropriate (post, deliver to another department, toss).
- Work with the professional staff and Marketing Team to promote corporate-related opportunities .
- Educate yourself on corporate resources and share your learning with the CA Team.
- Provide ideas for resources to the Director and Co-Coordinators.

Non-Profit/Volunteer Ambassador:

- Evaluate non-profit/volunteer information and handle as appropriate (post, deliver to another department, toss).
- Work with the professional staff and Marketing Team to promote non-profit, volunteer, government, and international resources and programs.
- Educate yourself on non-profit/volunteer, government, and international resources (includes Going Global) and share your learning with the CA Team.
- Provide ideas for resources to the Director and Co-Coordinators.
- Develop and maintain partnerships with the Office of Education Abroad, Campus Ministry, the McCarthy Center, and other offices working with non-profit/volunteer opportunities.
- Work with the Director to organize and/or facilitate events/workshops with the Office of Education Abroad (e.g., Study Abroad Fair, events /materials for returning students, resume critiques, practice interviews).

Graduate School Ambassador:

- Evaluate graduate school information and handle as appropriate (post, deliver to another department, toss).
- Work with the professional staff and Marketing Team to promote graduate school resources and events.
- Educate yourself on the graduate school process, requirements, and programs and share your learning with the CA Team.
- Provide ideas for graduate school resources to the Directors and Co-Coordinators.

Practice Interviews (Corporate, Non-Profit/Volunteer, Graduate School):

- All CAs need to continually educate themselves on interviewing (corporate, non-profit/volunteer, graduate school, fellowships, study abroad) including techniques, strategies, questions, and effective/professional responses.
- Direct students to the Front Desk (Mary Hall 10) to schedule a practice interview with a professional staff member. Even though a professional will conduct the interview:
 - Prepare a list of questions customized to the type of interview (a minimum of 12 questions in an appropriate order)
 - Submit the interview questions to the professional conducting the interview.
- If this will be the student's very first practice interview and they are not scheduled for an interview with a company, organization or graduate school: schedule the student on the CRC calendar:
 - Only schedule the student with a trained CA.
 - Schedule on the CRC calendar with immediate communication to the CA conducting as well as any shadow(s). Scheduling includes the student name, phone number, email, purpose of the interview, etc ... Make the purpose very specific so the interview questions are tailored (e.g., do not list a business interview, but rather the type of position the student is seeking).
 - Tell the student to bring a resume and dress professionally (be prepared to define this).
 - Develop a list of questions (12 minimum) specific to the interview and enter the notes section of the calendar.
 - Send the student a reminder to limit non-shows.
- When conducting interviews (Study Abroad Interviews, first-time interviewee) CAs must:
 - Dress appropriately which is a (minimum of business casual or your career polo).
 - Inform the student of your role (trained para-professional) and limitations. Also, emphasize the importance of them scheduling the next PI with a professional staff member.
 - Professionally introduce yourself and outline the process to the student.
 - Observe non-verbals and provide feedback on those along with responses to the questions.
 - Take notes while maintaining eye contact and listening; use the notes to provide thorough feedback.
 - Professionally provide feedback (strengths and weaknesses); include specifics so the student understands your input.
 - Educate the student on having questions prepared for the interviewer; coach them through this part of the process.
 - Educate students on different interview formats (individual, several interviewers, small group interviewing, phone interviews) and coach on how to best perform in the various formats.
 - Provide handouts/resources for the student to continue working on their interviewing skills.
 - Encourage every student to complete multiple practice interviews.

Bulletin Board:

- With your team, create a professional-looking bulletin board (board outside the CRC) that contains career information, is easy to read and understand, is visually appealing, is creative, and would appeal to college students, especially 18-22 year old men.
- Board needs to be up by the assigned date.

CRC Calendar/Scheduling:

- Regularly update the CRC Outlook calendar to ensure all scheduled events are accurately listed on the calendar.
- Check E-link and consult with the Associate Director to ensure all On-Campus Interviewing dates and related activities (e.g., Information Session) are accurately on the calendar.
- Continually check the calendar to ensure every event has assigned CAs; assign CAs as within your purview and work with Team Leads, the Co-Coordinators, and Director on CA coverage.

Career Events Coordination:

- Large Events including the Government/Non-Profit Fair, Career EXPO, MN Private Colleges Job & Internship Fair, Numbers Night, Career Olympics, and other programs assigned by the Director.
- Workshops including resumes, LinkedIn, Study Abroad Groups, and other workshops assigned by the Director.

Large Events:

- Meet with a professional staff member to learn about the event, your role, timelines, and CA involvement. As applicable, meet with the CSB CA(s) counterpart(s) **with** the appropriate professional staff member.
- Develop a marketing plan for the event and related information sessions (if applicable); the plan must include the marketing goals (target by major, class, etc ...), mediums (email message, posters, social media, sandwich boards, door knocking, bus stops, etc ...), and timelines.
- Review the marketing plan with the Co-Coordinators and professional staff member; once approved, work with the Marketing Team to create and execute the marketing plan.
- Evaluate the marketing plan; prepare a written summary and share with Co-Coordinators and Director.
- Handle logistics and materials related to the event as assigned by the professional staff member.
- If an on-campus event, attend and contribute to the success of the event via your on-site role (greeting guests, handling logistics, troubleshooting, etc ...).
- Meet and greet representatives; project a professional image in your dress, manner, and comments as you represent the Experience and Professional Development Office and CSB/SJU.
- Provide feedback about the event and share ideas for future programs.

Career Workshops:

- Meet with the appropriate professional staff member and/or Co-Coordinators to learn about the workshop goals and protocols, your role, timelines, and CA involvement. As applicable, meet with the CSB CA(s) counterpart(s) **with** the appropriate professional staff member and/or co-Coordinators.
- Develop the content, dates/times, locations; this must be coordinated, with the CSB CAs if offering the same Workshop. Secure the location BEFORE moving beyond this point.
- If designing a workshop for a particular club/organization, group, (e.g., residential areas, student employees, etc ...), customize the program (content, length, date/times, ...) to their needs.
- Work with the Marketing Lead on the promotional plan.
- Prepare materials/handouts; arrange for the scanner (paper sign-in sheets as back-up), ipad, projector, etc ...
- Check logistics (equipment, refreshments, location) PRIOR to the start of the session.
- Greet and check in students, provide with materials.
- Project a professional image in your dress, manner, and presentation as you represent the Experience and Professional Development Office and CSB/SJU. Be prepared to present, answer questions, etc ...
- Share participation information with CRC Assessment Team; share feedback and ideas with the Co-Coordinators and Director.
- Continually educate yourself on topics you'll be teaching:
 - Resumes: for first-years, study abroad, science, graduate school, volunteering, corporate
 - LinkedIn: profiles, job/internship searches, building connections
 - Etc...
- Provide ideas for future workshops.
- Work with professional staff to update resume samples for the website.
- Market events and resources related to resume building, LinkedIn, and the use of social media.

Creative Career Outreach:

- Lead the team on the chosen outreach for the year (e.g., Career Olympics) including planning, marketing, logistics, evaluation (strengths, weaknesses, recommendations), etc
- Utilize career data and CA input to define an outreach activity that would appeal first and foremost to first-year or sophomore men; the activity must connect them to the XPD in an in-depth manner.
- Develop the concept (goals, cost, timing, marketing, etc ...) and present proposal to Director and Co-Coordinators. This may be in coordination with the CSB CAs.
- Upon approval of the program, complete the planning process and move into implementation of the program.

CRC Assessment:

- Educate CAs on accurately and thoroughly collecting and logging daily CRC usage, Contact Sheet information, and entering thorough and accurate programming information in the notes section of the CRC Outlook calendar.
- Check the CRC Outlook Calendar to ensure you know the events schedule and, immediately after each program/workshop, ensure programming data is entered thoroughly and accurately.
- Educate the Marketing Team on providing CRC marketing information in a timely and thorough manner.
- Ensure the CRC Assessment and Contact Sheets are on the desk for the beginning of the week (8:30 a.m.). Give the Assessment sheet to the Assessment Coordinator and the Contact Sheet to the Receptionist/Secretary at the end of the week. Remind morning and afternoon CAs about the forms.
- On a weekly basis, enter the CRC usage information, programming information, and marketing information in a database.
- Prepare monthly reports of the CRC usage information. Submit the totals to the Director by the first day of each month for the previous month.
- Prepare semester and annual summaries of the CRC usage, programming, and marketing information.
- Analyze the data and communicate, with recommendations, the information to the CA staff and professional career staff.
- Maintain the CRC Assessment binder/folder.
- Prepare program assessment reports as directed by the Director.

CRC Library/Publications:

- Work with the Director to maintain the Library (e.g. handling current materials, adding new materials, check-in procedures, overdue materials).
- Educate the CAs on Library policies and procedures and new library resources.
- Follow-up with individuals who have checked materials out of the Library.
- Be familiar with all career handouts/publications; ensure copies are always available; alert the Co-Coordinators if handouts are running low; DO NOT wait until the materials are depleted before acquiring materials.
- Work with the Director to inventory materials.
- Review handouts (e.g., Resume Writing, Interviewing) as directed; provided feedback.
- Ensure volunteer-related materials are organized and displayed appropriately.

CRC Research:

- Meet with the Director to design a career-related research project. Projects will typically be conducted during Spring semester and require 6-8 weeks to develop, conduct, and finalize.
- Plan and implement the research project.
- Analyze the data and prepare a summary, including recommendations.
- Communicate the project summary to the CA staff and professional career staff via a formal presentation.
- Coordinate the implementation of recommendations generated by the research findings.

First Destination Survey (FDS) – SJU (staff at CSB will complete the FDS for CSB):

- FDS Lead:
 - Meet with the Director to discuss responsibilities, logistics, and timelines.
 - Review the First Destination binder.
 - Meet with the Receptionist/Secretary to discuss working together on FDS including continuous and accurate communication throughout the survey work.
 - Teach the CAs the FDS goals, process, professionalism in conducting the work, and attention to detail/accuracy.
 - Set up the FDS spreadsheet.
 - FDS Lead delegates the alums to the CA staff (starting with the FDS team) and monitors progress and professionalism to ensure compliance with established protocols.

- First step is the FDS Team makes initial contacts; after the initial contacts, all CAs, contribute to the FDS work. Initial contact includes and must be completed thoroughly and accurately:
 - Using the alum emails and sending an email with the survey link
 - CANE to check for updates and new phone numbers and emails for contact
 - LinkedIn
 - Facebook
- The next level of contact is phone calling including calling nights with all CAs participating
- DO NOT contact faculty, coaches, FRs, student employment supervisors, siblings, etc ... until you've received approval from the Director.
- Enter information into the FDS spreadsheet; keep the spreadsheet up-to-date. Turn in records that seem complete to the Director in a timely fashion (e.g., within a day of receiving the information and certainly within a week of gathering the information. The Director will decide if a record is complete or if the CAs need to continue following up with the alum.
- Follow-up with alums (may require 6 or more contacts) until their information is collected or contact leads have been exhausted. NOTE: the alums reported unemployed seeking will require contact every month to check on their progress and to offer assistance with their search.
- Direct questions and concerns to the Director in real time.

Marketing (See CRC Calendar/Schedule Coordination):

- Peruse the CRC calendar, email, and Post on a daily basis to identify events for marketing and to know who is responsible (e.g., SJU CA, CSB CA, XPD Office Manager). Communicate and coordinate to ensure all events are covered and without duplication.
- Learn about the event to ensure accurate, timely, and targeted marketing. Some events require pre-registration so plan timelines accordingly.
- Plan the marketing campaign including forms of marketing (emails, social media, posters, sandwich boards, faculty contacts, club outreach, dorm storms, etc ...), amount of marketing, and timelines.
- Design innovative marketing materials that are professional, appealing, and accurate (who, what, where, when, and why). Most marketing is sent to CSB and SJU students to ensure it is appealing to both men and women.
- Run a copy of the poster to ensure it all fits on one page; specifically check to make sure headers and footers are not cut off. Ensure the poster is readable in hard copy as well as computer copy.
- Ensure all marketing pieces are appropriately branded (e.g., standard footer on posters, emails)....
- ***ALL MARKETING PIECES MUST BE APPROVED PRIOR TO SENDING to Jackie Miller (jlmiller@csbsju.edu) FOR POSTING***. Send marketing pieces to the Director unless it needs approval from other professional staff members. Events specific to SJU students (e.g., residential programs) must be approved by the Director.
- ONLY after approval, send marketing to Jackie Miller (who will send out under the Career Events moniker):
 - Do not send any picture files. Send files that can be edited if needed through Adobe Pro (PDF files)
 - Store an original copy on the CA computer (NOT on a personal computer) labeled clearly so every CA can find it when the CA author is not available.
- Maintain detailed notes about the marketing (on calendar, in event notes); include copies of the marketing, dates sent, etc Keep the CRC Assessment Team apprised.
- Design innovative promotional campaigns to educate about and market the CRC as a valuable resource.
- Design marketing pieces to promote specific resources (GoingGlobal, LinkedIn, Spotlight on Careers, etc ...); to SJU students. Review those with the Director prior to sending.
- *** YOU MUST COPY the PPDC Receptionist ON ALL MARKETING PIECES***.
- Educate the CAs on upcoming events via email, the CRC post, individual communication and at meetings.

Residential Programs and Outreach:

- Discuss SJU residential programs with the Director; bring RA/FR initiated program ideas forward for discussion with the Director PRIOR to agreeing to an event.
- Develop strong working relationships with the RAs and FRs; communicate with them about programs and garner their support and ideas.
- Work with the RAs/FRs to organize residential workshops; prepare handouts, organize refreshments, etc....
- Develop marketing for the program; work with the RAs/FRs to ensure thorough communication of the program.
- Arrange for the scanner (sign-in sheet as back-up), materials, and media (laptop, projector).
- Attend the event and professionally present (or shadow/assist), scan IDs, engage the residents, and answer questions. If you cannot attend assigned residential programs due to an emergency, contact the Lead for the program and Co-Coordinator to work out a substitute.
- Gather feedback from the participants and RAs/FRs; utilize in your program summary and share with the Co-Coordinator and Director. Also, summarize the event and feedback at CA meetings.
- Thoroughly and accurately update the CRC Outlook calendar and ensure the Assessment Team has the data.
- Schedule bathroom posters and ensure they are posted according to schedule (First Year and Sophomore areas).
- Schedule dorm storms as a way to educate residents about the Experience and Professional Development Office and specific events/resources.

Study Abroad:

Pre-Departure Career Workshops:

- ✓ Establish objectives, content, timelines, and logistics (dates/times, format, etc ...).
- ✓ Prepare materials for the workshops (career checklist to be completed prior to departure, resumes, ...).
- ✓ Obtain the list of study abroad participants preparing for departure from the PPDC Receptionist/Secretary.
- ✓ Market the workshops to the list of students; emphasize the importance of attending, objectives, and timelines.
- ✓ Assure that all CAs on the team are scheduled and prepared to educate students at the workshop.
- ✓ At the workshop greet students, scan IDs, provide materials, present, and answer questions.
- ✓ Gather and communicate participation data. Provide feedback to the Co-Coordinator and Director.

Resume Workshops for Study Abroad:

- Meet with the Director to discuss Resume Workshops for those applying to a Study Abroad program; these Workshops and the Walk-In Critique schedule, will be coordinated with the CSB CA staff.
- Take care of staffing and logistics (rooms, materials, ...) for the workshops.
- Ensure all CAs presenting are trained on resumes for study abroad and on the presentation.
- Coordinate and execute the marketing plan with the Marketing Team. This marketing must also be done in coordination with the CSB CAs.
- At the Resume Workshops: greet students, scan in IDs, provide materials, present, and answer questions.
- At the Resume Critique Walk-in Sessions: greet students, scan IDs, and work efficiently through the students (may mean worker with multiple students at a time, shortening individual critiques).
- Gather and communicate participation data; provide feedback to the Co-Coordinator and Director.

Interviewing for Study Abroad:

- Meet with the Director to set timelines, protocols, etc ... for these practice interviews.
- Understand the meaning and intent of study abroad practice interview questions and educate all CAs conducting practice interviews professionally, thoroughly, and within the established protocols.
- Create a practice interview schedule in the CRC Calendar for student sign-up that ensures the CA conducting the interview is fully trained, shadows are scheduled, and a qualified CA is available to cover the front desk.

MAKE SURE THERE IS A HARD COPY OF THE SCHEDULE IN CASE OF IT ISSUES

- Schedule new CAs for interview shadowing experience; track their progress and keep the Co-Coordinator and Director apprised of their learning. CAs are not allowed to conduct interviews until approval by the Director.
- Provide a summary of the Practice Interviews; share with the Director, Co-Coordinator, and Assessment Team.

Summer Jobs:

- Evaluate summer jobs information coming into the CRC and handle as appropriate (post, deliver to another department, toss).
- Learn about summer jobs including resources and application processes; educate the other CAs.
- Search the web for additional resources and share your ideas with the CA Coordinators.
- Work with the Marketing Specialists to promote summer jobs related resources and programs.
- Work with the Director on events (space, room set-up, refreshments, media, attendance, evaluation, etc ...).
- Attend the event; scan IDs, facilitate, gather feedback, etc ...
- Summarize attendance and evaluation; share the information with the Assessment Team.

Technology/Social Media:

Career Buzz:

- Work with the Assistant Director on topics and deadlines.
- Prepare articles including Intern and Alum Spotlights.
- Identify web links for inclusion in the publication.
- Prepare Intern and Alum Spotlights in conjunction with the Director; take assigned alums/students or identify alums/students and prepare their story for the Spotlight series (web, CareerBuzz, etc)

Social Media (Facebook/Twitter/Instagram/Pinrist/Snapchat - list is subject to change):

- Work with the Assistant Director and the CSB CAs to understand protocols, responsibilities, timelines, expectations, etc
- Educate CAs at the SJU Center on the use of social media including roles and procedures.
- With the Assistant Director and CSB CA Social Media Leads, maintain social media platforms.
- Market the platforms to students to increase student usage.
- Continually monitor CA use of career platforms and general student use.
- Work with the Assistant Director on the assessment of social media for career purposes.

Website/CRC Computers:

- Become very familiar with the career website including changes/updates.
- Work with the professional staff to on links (working, not fee-based, ...); coordinate with the CSB CAs on monthly website checks.
- Supervise CAs on completing website checks and making changes to the website based on the checks.
- Add websites or pages as directed by the professional staff.
- Locate and evaluate career websites for possible inclusion; share your ideas with the Co-Coordiantors and Director. Websites must not be fee-based, require volumes of personal information, fit the 18-22 year old demographic, etc
- Ensure that the CANE program is functioning on the CRC computers.
- Trouble-shoot problems with the computers; work with IT to ensure fully functioning computers.
- Regularly go through the CRC files, email boxes, etc ... and clean up (check with other CAs before deleting anything). Remind the other CAs to clean out their email and files.

CAREER ASSISTANT TIME COMMITMENT

The CA schedule is created at the beginning of each semester. The CA Coordinators, working with the CA staff, may occasionally revise this schedule to ensure the smooth functioning of the CRC.

Most Career Assistants will work 10-12 hours per week; below is a rough estimate of how this time might be distributed during a typical week. Those with work awards for 5-6 hours per week will be scheduled in a similar fashion.

Career Assistants will be scheduled to staff the Career Resource Center approximately 10 hours per week. The other 2 hours per cycle are for CA meetings/trainings, facilitating career programs, and meeting outside scheduled hours with other CAs (e.g., work on common program/project). CAs will be responsible for meeting their work award including taking the initiative to meet the non-scheduled hours. Due to potential overcrowding & overstaffing of the CRC, CAs cannot extend their scheduled shifts to complete these hours.

Each Career Assistant is budgeted hours equal to their work award. This amount cannot be exceeded. If you choose to miss a shift you cannot “make up” your shift without approval from a CA Coordinator or the Director. If you choose to be absent for a significant amount of time, do not assume you can make up the missed time.

If you have concerns or questions about this policy or about your ability to make your work award, it is your responsibility to speak with the CRC Coordinators or Supervisor in a timely fashion.

OVERSTAFFING OF THE CRC

Typically there should be no more than two or three Career Assistants working in the CRC at one time. When more than two CAs are scheduled for a shift, be sensitive to the needs of each CA to complete their assigned work and to the needs of CRC users (e.g., ensure a computer is open for students and alums). If you drop in off-shift (e.g., between classes) and thus, are not officially working: a) use the laptop in the interview room and b) do not engage in behavior that would put CAs in a negative light (e.g., lay around on the couches, visit your Facebook, conduct personal phone calls).

If you are meeting with fellow CAs on a project outside of your regular shift, be sensitive to the CRC traffic flow and use your best judgment as to whether you should move your meeting to another space.

TIMECARDS & TIME LOGS

Keep track of your hours by **completing the Time Log sheets AFTER EVERY SHIFT**. Also, enter the hours daily in your BANNER account using webtime entry (Instructions are at <http://www.csbsju.edu/se/webtime.htm>). At the end of each pay period, finalize your hours for review by the Director. The Coordinators will monitor your work award via the time logs, but you are responsible for keeping track of your earned award.

You are being paid for the amount of time you work. If you arrive late or leave early, make sure your Log reflects the actual time you worked. Dishonesty on your timecard will be reason for termination of employment.

CAREER RESOURCE CENTER POLICIES

ATTENDANCE, ABSENCE NOTIFICATION, AND TARDINESS

A work schedule is provided at the beginning of a semester; **immediately** mark your calendar with CRC meetings, trainings, and program commitments. You are required to be at work when scheduled and expected to attend all meetings/trainings and programs/events for which you are assigned. When a schedule conflict arises that would impact your ability to fulfill your CA commitments, **you must take responsibility to communicate with the CA Coordinators and Supervisor**. The Coordinators will decide how to make each situation work best for the CRC/CAs. Once the schedule is established, you need to schedule other events (e.g., group projects, club meetings) around work. Talk to the Coordinators or Director in that rare instant where you are having difficulty scheduling around work.

When you know in advance that you cannot make a shift, will be late or need to leave early:

- You must contact one of the Coordinators **PRIOR** to your absence and as soon as you are aware your schedule will require you to miss a shift, be late or leave early. Failure to talk to a Coordinator in a timely fashion (e.g., you know of the event a week before, you must talk to a CA Coordinator the week before NOT the day before; 24 hours prior to the known event = minimum) may result in an inability to accommodate your requested schedule change and/or disciplinary action.
- Do not just post that you will be gone; YOU MUST contact the Coordinators AND Supervisor for approval of the absence.
- Do not ask other CAs to work for you; all staffing changes must go through the Coordinators.

Review your academic and personal schedule in advance to resolve any conflicts with as much notice as possible. Last minute requests for changes when you had prior information about your upcoming schedule may mean a denied request for a change in your CRC obligations.

If you are sick or an emergency comes up at the last minute:

- Contact a CA Coordinator (by phone) to let him know you will be absent AND post a message to the CRC POST to notify other CAs of your absence. If you do not have access to a computer to post the message, call the CRC and ask the CA on duty to post the message. If a Coordinator is not available by phone, leave a message on their voice mail and send them an e-mail or text (these are last resort measures; an attempt at a phone conversation is required).

If you are going to be late due to an emergency you can't control (e.g., class goes over, test takes longer than scheduled, bus breaks down):

- Call the Career Resource Center (#3383) as soon as possible indicating that you will be late for your shift. Ask the CA on duty to post the message and share the information with the Co-Coordinators and Director.
- Get to the CRC as quickly as you can to minimize lost work time.

If you cannot make it to a Meeting or Training

(These are required; only emergency absences are acceptable):

- Talk to a CA Coordinator in-person PRIOR to the meeting/training. Only true emergencies will be considered for an absence.
- Schedule an appointment with one of the Coordinators to discuss the information you will miss during the meeting/training and follow up with the Coordinator after the meeting/training to see if additional information was presented.

Excused and Unexcused Absences

Excused Absences:

1. You have met with a CA Coordinator in advance and discussed your upcoming absence.
2. You are absent due to illness or an emergency and a CA Coordinator has been notified.
3. You are absent due to an academic or personal reason that you previously discussed with the CA Supervisor and your absence was approved.

Unexcused Absences:

1. You are absent and have not notified a CA Coordinator and Supervisor.
2. You talked to a Coordinator and the /supervisor; however, your absence was not approved and you did not show up for work.

Frequent tardiness, unexcused absences or frequent excused absences may lead to termination of your CA position. Termination may make you ineligible for other student employment.

APPEARANCE

Your appearance and attitude set the tone and affect how students, alums, employers and others view the Experience and Professional Development Office. Dress neatly and professionally. Be positive and enthusiastic about your job and the office. **Wear your name tag** which is the CA uniform and an important way for CRC users to know who is available to serve them. No sloppy dress, t-shirts or hats with inappropriate language, etc

For programs and presentations, dress is business casual (or, at times, your work polo with dress pants). Business casual means dress pants, a button-up shirt, golf shirt, or sweater. No jeans, no shorts, no t-shirts, no sweatshirts, and no hats. Wear your name tag at these events.

Business casual dress is required for conducting practice interviews.

COMPUTER USE

All CRC computers should have the career website up. Upon arrival at work your first task is to check the CRC POST, CRC Calendar, and CRC email accounts. Check the career website for changes and updates. Personal websites (Facebook, , etc ...) are not to be accessed during work hours unless it is for work purposes (e.g., Graduate Survey). The computers in the Career Resource Center are for CRC use and not for your personal use. Checking your email periodically is fine, but making your email a priority over CA responsibilities is not. Web surfing for your personal use is not acceptable.

CELL PHONES

Cell phones must be turned off when you're working in the CRC. Personal calls on your cell phone during your shift are inappropriate. An occasional, quick call for "emergency situations" is fine, but cannot take priority over CRC business. During your shift, do not disappear in an interview room or down the hall to make personal calls. Also, no texting while at work, except for work purposes. There are telephones that can be used for CRC work.

CRC FURNITURE

The furniture is meant to be comfortable, but is not for lounging/napping. If you arrive early and are waiting for the start of your shift, do not lay around on the couches. Other folks do not know you're not working and thus, may develop the impression that CAs are paid to lay around.

MUSIC/HEADPHONES - EARBUDS

Music can be listened to except when employers or other guests (e.g., Admission tours, alums, workshops/presentations) are in the CRC. Use low volume; check with other CAs and John to see if your volume is appropriate. **DO NOT** wear headphones/earbuds in the CRC; you must be aware of CRC users and their needs and continually check in with them. If you play music on the computer make sure it is not disruptive to CRC business nor to your ability to complete your work. Ensure the music is appropriate for our professional setting. Finally, do not download music nor save music on CRC computers.

HOMEWORK

CAs are paid to work on behalf of the Experience and Professional Development Office – not to do homework. Complete your immediate tasks and projects, work on team projects, ask other CAs how you can assist them with their work, review resources to gain more familiarity with them, and work on your own career development (e.g., redo your resume, practice writing letters, research careers that interest you, research graduate programs/schools that you might want to apply to, use CANE to identify alums you can network with).

FOOD

Keep food and drink on your shift, especially in the presence of CRC users, to a minimum. Popcorn can be made on days when interviews are NOT being conducted and other guests are not using CRC space. Be sure to maintain the cleanliness of the popcorn popper, popcorn room, hospitality counter, tables, etc If you bring dishes (includes trays) from Sexton to the CRC (e.g., over the lunch hour), immediately return those dishes to Sexton. **DO NOT** leave your dishes in the CRC; **DO NOT** assume others can clean up for you. Clean your food residue (including crumbs) off the CRC desks, tables, counters, etc Wash your dishes. Do not leave food in the fridge for extended periods. At the end of the week, clean out the refrigerator to ensure food does not spoil over the weekend.

CONVERSATIONS

Keep your conversations, even those while hanging out in the CRC (e.g., prior to the start of your shift), appropriate and professional. This is a paraprofessional student employment position and you represent the Experience and Professional Development Office. Your language and topics are a reflection on you and the office.

RECYLING (WE'RE A GREEN TEAM)

All paper, cans, bottles, and cardboard need to be recycled. Recycling bins are located under the CA desk and in the Student Office Assistant office space. There is also a bin for paper across from the printers.

CRC SPACE

Mary Hall 25 needs to be kept professional looking and neat. The CRC Library needs to be organized, the table area kept clean and empty so it can be used as a work/meeting space, the counter and sink clean (make sure all dishes are washed and put away or returned to Sexton/Refectory), etc. Remove garbage and take the trash out when the wastepaper baskets are full. Again, it's every CAs job to keep the CRC clean and professional.

Things You Can Do!

As a Career Assistant you are expected to take an interest in learning about the process of career development. The more you know about the career development process, the better prepared you will be to answer questions and assist CRC users. Take initiative to educate yourself above and beyond our staff training sessions by engaging in the following activities.

1. Actively engage in your own career development process.
2. Arrange an appointment with a Career Counselor (other than the CA Supervisor) to start discussing your career development and to set some career goals.
3. Attend career events that you're not required to attend or assigned to. Discuss your intended participation in a non-required/assigned career event with the CA Coordinators PRIOR to the event date; it may be possible to be paid for your participation.
4. Take an interest in what your co-workers are working on. Strive to stay informed on all career programming and resources.
5. Become VERY familiar with the Homepage. Strive to know what is on every page, where the links go, and where gaps exist in the career information provided.
6. Read each issue of *Career Buzz*, and all other career publications and handouts.
7. Become familiar with as many resources as possible. Challenge yourself to learn a new resource every week. As you examine a resource, ask yourself a series of questions including:
 1. What are the key ideas of this resource?
 2. With which CRC users would I utilize this resource?
 3. What other resources could I recommend to a user to compliment the information in this resource?
8. Learn how to do as many projects on the project list as possible. Ask your CA Coordinators or CA Supervisor to show you project requirements.
9. Learn how to organize and present career-related workshops. Work with your CA Coordinators, CA Supervisor, and other professional career staff on effective workshop development and presentation.
10. Think about career questions and concerns that your peers have. Consider answers you might provide and/or career resources you might suggest.
11. Talk to organizational representatives (e.g., employers, full-time service organizational representatives, graduate school representatives) using the CRC; learn more about their company/industry, service organization or their school/graduate program(s).
12. Find new career-related links, videos, and share your ideas with others.
13. Brainstorm new promotional campaigns and share with others.

ON THE JOB PRIORITIES

Check the following at the beginning of your shift:

1. CRC POST (internal communication site)
2. CRC Calendar – You need to know events for the day (including details)
3. CRC In Box
4. Your CRC mailbox for new info
5. Your e-mail (for any new CRC related information). Do not spend time reading and responding to personal e-mails during your shift.
6. CRC voicemail (Should be checked first thing in the morning,) *User id: 3383 Password: 7156*
7. CRC mailbox: Sort and handle incoming mail. Take responsibility for the mail that fits your projects. Handle any mail you open from CRC mailbox that doesn't fit a defined project. If you don't know where something goes, ask! Avoid the temptation to leave it for someone else.

The number one priority is helping students and alums who are in the CRC. Every student and alum who visits the CRC should immediately be greeted in a friendly manner and offered assistance. It is sometimes easy to get caught up in your work or to wait for someone else to assist the CRC user. Make a special effort to be aware of students and alums entering the CRC and don't hesitate to greet and assist them. Follow-up with students and alums during their time in the CRC. What other questions do they have? How else can we be helpful?

Occasionally a Career Counselor will ask you to set up a student or alum with an assessment instrument (e.g., SII, MBTI):

1. Be sure to get the student or alum set up with the correct instrument(s)
2. Students or alums should be directed to the computer in the interview room if unoccupied, otherwise they should be directed to a computer in the CRC
3. Ensure the CRC is conducive to the individual completing their assessment (turn off music, turn off the TV, ensure conversations are not taking place right next to the individual working on an assessment)
4. If possible, leave a computer open between the individual taking the assessment and another user (give the student or alum some space)
5. After the student or alum has begun to complete their instrument(s), check in with them to make sure things are going smoothly.

Another priority is to assist CRC users such as employers and other organizational representatives. Introduce yourself and ensure they know you are there to take care of their needs/answer their questions. If you don't know how to help them/answer their question, ask! A Career Counselor may be available who could assist you; check with the Receptionist to see if a Counselor is available.

Other Priorities:

1. Work on your projects (e.g., graduate school, summer jobs, bulletin board).
2. Work on your programs (Workshops, Fairs, etc.) including program follow-up.
3. Prepare creative marketing materials per the marketing guidelines and in conjunction with the Marketing Team. All approved marketing (other than SJU only focused pieces) are sent to Jackie Miller with the Director and SJU Receptionist/Secretary copied on all materials.
4. Continue your education (learn about all the CRC resources and materials; know the career website inside and out, work on your resume/letters/interview skills).
5. Take the initiative to work on other CRC projects (e.g., proposing new programs, identifying new websites for the career page).
6. If organizations/employers are using the interview spaces, check to ensure their needs are being met.
7. Ask other CAs if they need help with their projects and programs.
8. Look around to see if something can be improved, changed, or added to the CRC to enhance our service to students. Talk to the CA Coordinators and/or Supervisor about your ideas.
9. Ask the Career Counselors if they need help with anything.
10. Keep the CRC clean and professional looking at all times (this may include returning dishes to Dining Service, emptying garbage cans, wiping tables, cleaning up the popcorn popper). CAs with the end-of-the-day shift must ensure the interview rooms are ready for the following morning.

CUSTOMER SERVICE and HELPING SKILLS

CRC users are the most important part of our job. CRC users include:

1. Students and alumni who visit the CRC
2. Employers and graduate school reps. conducting interviews, Information Sessions or Tables
3. CSB/SJU faculty & staff
4. Students working within this office complex (e.g., Student Office Assistants)
5. Admissions staff and folks they're touring
6. Anyone who contacts the CRC (emails, phone calls)

Our Approach to Helping

We assist students and alums with career development questions, concerns, and resources while striving to teach them the skills they will need for professional throughout their lifetime. This means that we teach customers about the process including finding resources and developing/enhancing their career development skills. We do not make decisions for them or do their work; we strive to empower them with the skills and resources necessary to assume responsibility for their own career development.

First Things First—Develop Rapport

As a helper, you need to convey respect, caring, and understanding to the person you're assisting. Greet and welcome those entering the CRC. Face him/her squarely, introduce yourself, and ask how you can be of service. Give him/her your full attention.

Apply Active Listening Skills

It is your task to gather enough information about their questions and concerns to be able to help. Utilize attending skills (eye contact, open and facilitative body language and facial expressions) to indicate you are listening. Use tone, inflection, and a speech rate that conveys interest and to convey enthusiasm for our services and resources.

Ask appropriate questions to encourage them to talk and to gather information so you can effectively help them.

1. Open Questions: More than a yes or no answer. Often begin with "What" "How" or "Why."
2. Closed Questions: Require a one or two word response. Can be used for clarification, understanding, and to gather facts and details and general information to help you accurately and thoroughly understand the customer's need.

Reflect back to the customer your understanding of their questions and concerns to verify that you are on track with them.

Determine next steps:

1. Introduction to resources
2. Information giving (e.g., about an event or process)
3. Peer advising (resume/letter critique, career development process - where the student is currently at, and what might be helpful next steps?)
4. Is a referral to a Experience and Professional Development Office professional necessary? Is a referral to another department or staff person necessary? (e.g., another department, faculty member). For example, you might encourage a student working on a personal statement for graduate school to visit with a faculty member and/or visit the Writing Center. If you're not sure, ask!

Delivering Service

1. Become familiar with as many resources as possible (know all facets of the career website).
2. If necessary help the individual understand the overall career development process and point out steps that s/he may want to take. Meet the student where they are at and work from that point.
3. Educate the individual about resources and help them understand which ones might be useful and why. Demonstrate use of the resource for maximum impact.
4. When providing information be courteous and indicate the available options for obtaining additional information (e.g., on the website, via alums – information interviews, at events).
5. If you do not have the answer to a question: Start with your training and knowledge, but then ask another CA or professional staff member.
6. Help the student by suggesting resources and actions (i.e., informational interview).
7. Direct students to the front desk (Mary Hall 10) to make appointments with a career professional. Once you've helped them with a resume, cover letter or something else, send them to the front desk to meet with a Career professional as the next step.
8. Verify with the student that you are providing the information most helpful to them as you are clear and accurate in explaining the resource, service or program.

Some Situational Service Guidelines

Situation: A student or alum wants to visit with a Career Counselor now OR you need to talk to a Career Counselor to answer the student's/alum's question.

Action: Ask the student/alum to have a seat in the CRC while you check to see if the Counselor is available. Do not bring the student/alum with you when you check to see if the Counselor is available. Ask the Receptionist about a Counselor's availability; DO NOT knock on closed doors as this means the Counselor is not available nor interrupt phone calls (e.g. door may be open). Most times the Counselors cannot take same day appointments so do not promise the individual an appointment at that time or on that day. While a Counselor may appear to be available, s/he may have other projects or concerns that require immediate attention of which you are not aware.

If a Counselor is not available, explain the situation to the student/alum and suggest that they make an appointment with a Counselor to ensure that someone will be available when they return. Accompany them to the front desk.

If a Counselor or other staff person is not available and you simply need an answer to a question to help the student/alum, take the person's name, number, and the details of the question. Inform the student/alum that you will call them or have someone else call them once you obtain the information. Tell them we will try to get back to them within 24 hours. Verify that the student/alum was served.

Situation: A student wishes to make an appointment with a Career Counselor.

Action: CAs do not make appointments so walk the student to the front desk (Mary Hall 10).

Situation: A student calls the CRC to ask when and where his/her on-campus interview is.

Action: Politely inform the student that they will need to check E-link on the Home Page. Do not look the information up for the student, but rather, teach them so they know how to find the information.

Resume, Cover Letter, and LinkedIn Critiques:

Become familiar with how to critique resumes, letters, and LinkedIn profiles.

Ask the student if they have questions or particular concerns that they were wondering about? Note them and be sure to address these while you provide the critique.

Explain that while some rules are somewhat standard, some things are also due to specific industries and personal preference. Also, if they may talk to someone else and get a different answer they need to weigh the source of the information (e.g., someone they speak with may have experience with Education resumes, but not for Investment Banking) and make a decision. Indicate that you are trained in some resume basics, but are not an expert. Encourage the student to make preferred changes after talking with you and then make an appointment with a Career Counselor for their next critique.

When making suggestions for changes: Explain the reasoning behind your suggestion to enhance the student's understanding and acceptance of your suggestion. Be aware of their feelings and use tact in wording suggestions and changes. They have likely put a lot of work and thought into their resume.

If a student has not started, work with them to find out what information they need to get started. Use your judgment to know how best to help them. Describe or briefly outline the contents and key parts of a resume, letter or LinkedIn profile. Inform them of available resources and encourage them to take this information, create a draft, and come back for a critique with the draft. Try to avoid helping the student write the entire resume/letter/LinkedIn profile in your presence. This will be too time consuming and will possibly encourage the student to lean on you to do their work. Again, the goal of a CA is to teach.

Concluding Service

Ask if you can provide any additional information or answer any other questions. Give the student space and freedom to utilize the resources and space in the CRC. Encourage them to come back if they have any other questions.

CAREER & PERSONAL COUNSELING ASSESSMENTS

A student may enter the CRC and request to take an assessment inventory. They may have read about one of these inventories on the career website or they may have been referred to the office (e.g., faculty member). You should be familiar with the career-related inventories; however, it is not within your scope of responsibility to advise students which instrument to complete. Students wishing to take a career-related inventory must first schedule an appointment with a Career Counselor. This appointment gives the Career Counselor a chance to visit with the student, assess their needs, and help the student determine which inventory, if any, would be appropriate. If the Career Counselor determines that taking a career-related instrument would benefit the student, the student may be brought to the CRC where they'll complete the instrument(s) [see information under "Helping Students"]. After the student completes an assessment, they will schedule another appointment with the Career Counselor for an interpretation.

Some students referred to the Experience and Professional Development Office to complete an inventory may come in confused about which inventory they actually need. Escort the student to the front desk (Mary Hall 10) so the Receptionist can clarify the student's needs and schedule them accordingly. The exception is when the student is completing the inventory for a class; CAs will be informed about these class assignments and instructions on the process will be provided.

CAREER-RELATED INVENTORIES

The Strong Interest Inventory (SII) is an interest inventory used for career development purposes, specifically in the area of self-exploration. The inventory measures a person's interests in a general way. It does not tell a person what major or career to choose, but it will summarize and highlight patterns of career-related areas of potential interest. This is **not** a measure of skills, ability or personality. It also is not a magical answer to a person's quest to find a career path.

Myers-Briggs Type Indicator (MBTI) is a personality assessment that identifies an individual's personality preferences along four dimensions. This instrument can be used in career counseling and personal counseling to help an individual better understand themselves. With regard to career development, the MBTI preferences are examined in relation to various career-related decisions and occupational choices and environments. This is **not** a measure of interests, skills, or abilities nor is it a magical answer to a person's quest to find a career path.

CONFIDENTIALITY

It is required that everyone connected with the Experience and Professional Development Office maintain appropriate principles of confidentiality. The ethical principles of confidentiality that apply to the professional Career Counselor apply to the Career Assistants. The emphasis of the principles is clearly on the protection of the students and alums with whom we work.

Student and alum information related to personal feelings and/or life planning issues and even the fact that an individual is using the services is confidential. Information may only be discussed and shared with professionals or CA paraprofessionals who are bound by the same code of ethics and confidentiality. This means that you may discuss information related by a student or alum who uses our services with other Career Assistants and with the professional staff for professional purposes only. **You may not discuss information related to students and alums who use our services with any other persons.**

Because of the public nature of much of the work space in the CRC, good judgment should always be exercised in the sharing of information with other persons in the work setting. When persons who have no legal right to information are present in the CRC, appropriate caution must be exercised (move the conversation to an interview room to ensure confidentiality).

Failure to comply with principles and laws regarding confidentiality will be reason for termination of employment.

Career Assistant Confidentiality Statement

As an employee of the Experience and Professional Development Office, I may be exposed to confidential information about students and alums such as grade point averages, job search data, student and alum utilization of services, and personal information. I have read and understand the Confidentiality portion of the Career Assistant Handbook. I understand that as an employee of the Experience and Professional Development Office I have a responsibility to maintain the confidentiality of information related to students and other individuals who utilize the programs and services offered by Experience and Professional Development Office (includes the Career Resource Center). Failure to adhere to this responsibility may result in termination of my employment.

Employee Name (printed) _____

Employee Signature _____

Date _____

CA Supervisor Signature _____

Date _____

EQUIPMENT and PURCHASING

Printers: Copies can ONLY be made for Career purposes; DO NOT use the copier/printers for your homework. The copier is where you should be directed all your printing, except for special prints.

1. Plan ahead and ensure accuracy so that you are not printing items that have to be thrown away.
2. After checking the accuracy of the printing job, walk to the copier/printers and ensure they are not being used for a project (check for others using postcards, special paper).
3. Only print one black and white copy and then use the copier to produce additional copies.
4. Limit use of the color printer to those items that need that printer as it's more expensive to print on the color-printer than the copier or black and white printer.
5. The copier/printers are not to be used to print multiple copies of resumes and other items for CRC users. One copy to use for a critique is the limit.
6. Immediately pick up your printing job and return to the CRC space. You should not be lingering in the SOA office or near the printers.

Copier: Copies can ONLY be made for Career purposes (copier is in the Student Office Assistant office)

- 1) Clear the copier and then enter the appropriate code (codes are listed on the copier).
- 2) Ensure the paper is correct (e.g., size, color, quantity) BEFORE starting to produce copies.
- 3) Enter the number of copies and hit "Start."
- 4) Be sure to clear the copier when finished.

Fax: Only for Career purposes; located next to the printers; Talk to the Receptionist/Secretary or Office Manager about using the Fax.

Purchasing Office Supplies, Food, etc

1. Office supplies are at the CA desk. If a supply is out, go to the Student Office Assistant (SOA) space and retrieve the item you need out of the cabinet. If you can't find the item ask an SOA, the Office Manager or the Receptionist/Secretary.
1. If the item you need is not available in the supply cabinets, talk to the Office Manager about purchasing/ordering. For expensive supplies, speak with the Director before going to the Office Manager. CA Coordinators will generally coordinate and/or handle all purchasing.
2. If you have received permission to purchase supplies from the Bookstore, work with the Office Manager on the process. Bring back the receipt with the items purchased written on the receipt. Mark the receipt as a CRC supply receipt and place the receipt in the Office Manager's box.
3. Worked with the Office Manager to purchase items approved by the Supervisor (no purchasing until the Director has approved the purchase).
4. You will be responsible for following the procedure correctly including bringing back an itemized receipt. The receipt must be placed in the Office Manager's mailbox immediately after returning to campus.
5. Discuss mileage reimbursement PRIOR to traveling off campus to purchase items or food for the CRC.
6. Food must be pre-approved by the Supervisor and you must work with the Office Manager before purchasing food.

CRC Telephone (for Career purposes only)

Placing Calls

1. A long distance code for work related calls will be provide.
2. Long-distance calls: dial 9 and the number you are calling. After you hear the dial tone, enter the long distance code.

Answering the Telephone

1. "Hello, Career Resource Center. This is [name] speaking."
2. Find out the name of the caller and write it down (be sure to get an accurate spelling as well as their phone number) and what type of information the caller needs.
3. If you are unable to help the caller right away, take his/her name and number and call him/her back. Whenever possible try to complete the communication yourself rather than handing it off to another CA. If you must hand it off to another CA, communicate the information very clearly and follow up with that CA to ensure that the situation was handled.

Transferring Calls Within the Office

Calls coming into the CRC that need to be directed to someone else in the office should be sent to the front desk (#3236). Notify the caller that you will need to transfer them to the Receptionist for assistance. Acquire the caller's name, phone number, and who they're asking for BEFORE transferring. Inform the Receptionist that you're transferring a call and the caller's name. **Who should be transferred:**

1. All Employers
2. Alumni interested in posting jobs/internships or who want to make an appointment
3. Anyone who is trying to contact a professional staff member

Transferring Calls Outside of the Experience and Professional Development Office

1. Before transferring a call ensure you understand the caller so you transfer to the correct person. Give them the name and number of the office to which you will transfer them.
2. Ask for the caller's name and number in case the call gets lost.
3. To transfer the call:
 1. Press and release the switch hook. Wait for dial tone.
 2. Dial the number and wait for the recipient to answer. Explain who is calling and what the call is regarding. Then hang up.
 3. If the person you are trying to reach does not answer within three rings, hang up so that the call can go into voice mail. If you want to get the caller back press and release the switch hook (don't hang up).

CRC Voice Mail

1. **The CRC voice mail should be checked each morning and before the last CA leaves for the evening. Voice mail should also be checked if you arrive immediately after an uncovered shift.** Save all important messages that may be unclear to you and record messages on the CRC Post if they are for a CA. Handle any messages of which you are capable. Erase the messages that you handle. If you are uncertain how to handle a message, check with the CA Coordinators or Supervisor before erasing.
 1. To check CRC voice mail:
 1. dial 2000, dial extension number (3383)
 2. press the pound key
 3. dial password (1963), then press pound

CRC Computers

To log onto the CRC Account check the username and password posted in the CRC.

If the password must be changed, the Coordinators will make the change and then notify CAs of the change. Do not share the password with anyone outside of the office.

1. Keep the Office Homepage visible on at least one computer at all times.
2. One computer should be available at all times for students and other CRC users.
3. The CRC Computers can be used to check your personal email account, but please read and respond to only CRC related messages.
4. All CRC work should be done on the SJUCRC account. **Save all work on the “M” drive!** The “M” drive is backed up every night and we will be less likely to lose the work. Save your work to the folder with your name on it under CA Folders, so we know where to look for it.
5. You will print to the copier unless you have a special print (e.g., postcards) or the copier is not working. Please use discretion when using the color printer since the ink cartridges are expensive. If you have any questions about using the copier or printer talk to the Office Manager.
6. At the end of the day all computers must be logged off. **The computer on the CA desk is always turned on first and turned off last.**
7. Never save documents to the desktop; use your M: drive. Keep the desktop clean!
8. Students or alums should access their email through Outlook on the internet, not by logging off and logging in under their personal account.

VERIFICATION OF HANDBOOK RECEIPT

I acknowledge that I have received, read and understand the Career Assistant Handbook.

Employee Name (Print): _____

Employee Signature: _____

Date: _____

CA Coordinator Name: _____

CA Coordinator Signature: _____

Date: _____

CA Supervisor Name: Heidi S. Harlander _____

CA Supervisor Signature: _____

Date: _____

Career Assistant Confidentiality Statement

As an employee of the Experience and Professional Development Office, I may be exposed to confidential information about students and alums such as grade point averages, job search data, student and alum utilization of services, and personal information. I have read and understand the Confidentiality portion of the Career Assistant Handbook. I understand that as an employee of the Experience and Professional Development Office I have a responsibility to maintain the confidentiality of information related to students and other individuals who utilize the programs and services offered by Experience and Professional Development Office (includes the Career Resource Center). Failure to adhere to this responsibility may result in termination of my employment.

Employee Name (printed) _____

Employee Signature _____

Date _____

CA Supervisor Signature _____

Date _____