



Western Oregon
UNIVERSITY

Mail Services Student Handbook

Mission Statement

The mission of the Western Oregon University Mail Services is to provide a professional and efficient mail service to the university community using existing and emerging technology. Our unit is responsible for the collection, delivery, and processing of all intra-campus, inter-agency and U. S. Postal Service mail to all WOU academic and administrative offices. We are also solely responsible for the receiving and delivery of all USPS, FedEx and UPS parcels delivered for faculty and staff, and serve as an intermediary for student parcel delivery.

Mail Services is a department under Business Services employs one full time and one part time employee as well as between 3 and 5 student workers. We all work together to maintain a strict daily delivery/pick up schedule on campus, work with public and private couriers and provide customer service to staff, faculty, students and administration on and off campus.

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Introduction

One of the goals of the Mail Services is to provide quality services to the WOU community. Whether you are providing information to someone in the office, delivering mail and packages out on campus or running mail, you represent Mail Services and WOU. When you make a good impression on our customers, you have helped us meet a very important goal.

EXPECTATIONS

- 1. Honesty:**
We expect you to be honest in all of your employment activities while in Mail Services. This includes being truthful to your supervisor, to the customer, and to your co-workers. Don't be afraid to admit you made a mistake, that's the only way you're going to learn from them!
- 2. Punctuality:**
It is essential that you are ready for work by the assigned time. If something prevents you from being punctual, please contact the supervisor on duty on the Mailroom phone at 503-838-8383. Text and email may not be promptly read. Be sure to eat prior to a long shift.
- 3. Cell Phones:**
Cell phones should never get in the way of work. Be courteous to others around you and attentive to your job first and foremost. **Texting or talking on the phone while driving will be grounds for immediate dismissal.** This goes for communications to you from this office while you are out on deliveries. If Mail Services calls while you are driving, we expect that you will either call back when you can, or pull over to talk.
- 4. Music Devices:**
Music devices (MP3 players, i-pods, etc.) are strictly prohibited under all circumstances. Because we are constantly driving, lifting heavy parcels and working with machinery you must be aware of your surroundings and not be distracted. Basically, you're stuck with the music I pick unless you have suggestions.
- 5. Friendliness and Courtesy:**
As a representative of the University, you will often be one of the first people a student or visitor will meet. As a staff member, your actions should clearly demonstrate hospitality and congeniality. Welcome everyone with a smile. Have a professional attitude and behavior on display at all times. Someone can hear you, even if you think they can't. Be very careful of your language, tone of voice and attitude while on the job.
- 6. Responsibility:**

As a Mail Services employee, you are given duties that require a high degree of responsibility. You go into restricted areas, handle confidential materials and are responsible for the timely delivery of some very important items, and you are expected to meet all of your responsibilities with appropriate levels of respect and enthusiasm. Communication and working safely are vital pieces of the equation. In addition, dating amongst student employees is a delicate issue. Both parties need to follow the Discrimination /Harassment and Consensual Relationship policies included in this handbook.

7. **General Information:**

Western Oregon University has committed itself to the education and development of healthy, productive and responsible individuals. Consistent with this commitment, WOU has established and will enforce institutional rules that uphold federal, state and local laws applicable to alcohol and other drug usage. The University prohibits illegal use of drugs or alcohol by students, faculty or staff.¹ No alcohol consumption while clocked in and/or 6 hours prior to clocking in for work. Tobacco use is not allowed inside the buildings, in the vehicles, or within 10 feet of any building opening.

¹ Taken from the “Drug Free Schools and Community Act”. For more information and the full text, please contact the Student Affairs office or visit <http://www2wou.edu:7777/pls/wou2/policy.woupolicy.main> .

Employment Information

WORK INFORMATION

Solely operated by the University, the primary function of WOU'S Mail Service is to provide mail service for university administration, faculty, staff and students of the Western campus. We start promptly at 8:00am by picking up the USPS mail from the Post office, sorting and bundling it for delivery. We have three delivery runs: 9:00, 10:00 and 11:00, all of which take approximately 30 minutes. During these runs, delivery personnel are responsible for dropping off morning mail as well as picking up any outgoing mail departments might have. In between runs, we process package deliveries from FedEx, UPS, USPS and other couriers and organize them for afternoon delivery.

After lunch (12:00 – 1:00) we process outgoing First Class and Presort Standard mail and deliver packages out on campus. We finish processing outgoing mail at around 3:00 in the afternoon, at which time we take it to the Monmouth Post office to be mailed. Student employees usually leave work between 3:30 – 4:00.

SCHEDULING

We are aware that the primary reason you are on campus is because you are a student. Thus, work schedules are determined after taking your class schedule into consideration. Your supervisor will be primarily responsible for scheduling your hours and will ask for your availability as they need it, and hours that are offered are a combination of the students' availability, Mail Services' needs and budget restrictions. While we work to ensure each person has a fair amount of hours, this is not always possible. Availability for future scheduling must be submitted as follows:

- Availability for the next term- during registration
- Availability for finals week – no later than registration week
- Availability for school breaks/vacations- no later than 2 weeks prior to the end of the corresponding term.

In order to be eligible for work, you must be registered for 6 credit hours. If you drop below 6 credit hours, you must inform your supervisor and payroll as soon as possible.

As a student employee you are allowed to work up to 20 hours a week for all employment positions at WOU (combined). If you would like to request additional hours, this can be done through the VPSA department. A student employee can work up to 40 hours a week during break times.

PAYROLL

Mail Services Student employees are considered a level 2 Student employee. Payroll describes this level as follows:

“Student performs specialized work of a vocational nature and requires knowledge and application of specific work procedures in the conduct of work. Also requires some developed skills such as operation of office equipment, composition, small equipment or machinery operations, or interaction with the public.”

A Student employee 2 position starts at \$9.50 per hour and maxes out at \$11.00 per hour (as of 8/2015). Raises are given in increments of 25¢ a year and are effective once a student has been employed with Mail Services for at least 3 terms (not including Summer term) and as long as the student is in good standing. Raises become effective January 1st of each year as long as all requirements are fulfilled.

The pay period runs from the 13th of the month to the 13th (approximately) of the next month-with payday being the last business day of the month. Students are encouraged to sign up for Direct Deposit through Payroll, but also have the option of picking up a physical check during business hours in the Payroll department. All questions regarding paychecks should be directed to the Payroll department at 503-838-8204.

BREAKS/LUNCHES

Student staff members working four successive hours are entitled to a 15 minute paid break. Student staff members working 8 successive hours are required to take a ½ lunch break.

ATTENDANCE

Every staff member is essential to our operation, and attendance for all scheduled shifts is absolutely necessary. When a person fails to show up for a shift or arrives late, an unexpected burden is placed upon everyone else present to cover the gap. You are expected to be clocked in, dressed appropriately, and prepared to work at the time your shift begins, but no more than 5 minutes before the beginning of the shift.

*(*Exception: Clocking in 15 minutes early is permissible if you need to leave 15 minutes before your shift ends to attend class. For example, if you are scheduled to work from 9:00 until 10:00, but have a class scheduled to begin promptly at 10:00, to avoid being tardy you may leave 15 minutes early to walk to your classroom. To offset the time lost by leaving for class early, you may clock in 15 minutes early (but no more) to prep for your duties that begin on the hour scheduled.)*

It is *very* important that all student employees understand that their regular, on time attendance is essential to the smooth functioning of Mail Services. First two instances of tardiness (5 minutes or more) will result in a verbal warning for each, a third time results in a written warning, and the fourth time will result in a formal meeting to discuss training options.

RESIGNATION/GRADUATION

If you find that you must leave from your position on the Werner University Center staff, please give your supervisor advance notice. We request two weeks written notice, so that we can find a

replacement for your position and provide you with a recommendation, if requested. Students also need to fill out the Hourly Employee Final Pay Form for the Payroll department which can be found on their website and submitted for the student's final paycheck.

Safety

DRIVING

In accordance with WOU's Vehicle Use Policy, all student employees must maintain a valid drivers' license and submit to yearly drivers' license history checks. If a student becomes ineligible to hold a drivers' license they must inform the supervisor of this condition.

Mail Services has access to two vehicles for official university business such as deliveries and mail pick up; a truck and a small utility cart. Driving these is a *privilege* not a *right*. Keep in mind that your actions and behavior in a vehicle will be monitored more closely than had you simply been walking, not only by university employees and administration, but by students, parents of students and by citizens of the community. At all times:

DO:

- Obey *all* posted speed limits and signs
- Yield to *all* pedestrians
- Be aware of your surroundings
- Keep the music to a reasonable volume
- Adjust the mirrors and to your comfort level when getting into the car
- **Use your seatbelt!!!!**

DO NOT:

- Engage in horseplay (revving the engine, spin the tires, cut cookies... you get the idea)
- Text or talk on your cell phone
- Drive on unapproved areas (sidewalks, grass, curbs)
- Park near fire hydrants or in handicapped zones
- Speed

Not following any of the above mentioned guidelines is grounds for immediate dismissal.

All Mail Services Employees must pass a driver license history check and training for vehicle safety to be employed.

VEHICLE ACCIDENTS

If you are involved in an accident in either the cart or the truck, you must notify your supervisor and then Campus Public Safety immediately. The insurance and other information is in the glove box of the truck; exchange information and wait for public safety to arrive. It is important that even if the other person leaves the scene that you do not leave. Your safety and wellbeing are more important than the timeliness of the mail.

OTHER SAFETY

All Mail Services Employees must be trained on proper lift & carry techniques. Dollies or hand-trucks must be used when carrying over 20 lbs a distance of more than 10 feet. All Mail Services Employees are restricted to lifting no more than 50 lb per box, or a maximum of 70 lbs if utilizing "team lifting". If anything heavier than 70 lbs needs to be delivered by Mail Services, the supervisor should submit a work order with the Physical Plant to deliver it.

Dress Code

You, as employees, represent our department as you deliver mail and parcels throughout the campus community. As such, you must present yourself in a professional manner at all times and wear clothing appropriate to meet and serve the public.

Please do not wear:

- Ripped, dirty or overly worn out clothes. It maybe comfy to wear at home or during finals week, but not appropriate for here.
- Short shorts or skirts. If you can't bend over or squat comfortably without revealing secrets then it's not for work. Remember: crack kills.
- Clothing with logos or sayings that are NSFW (sex, drugs, alcohol, profanity... stuff like that)
- Halter tops, tube tops or skin tight spaghetti strap tank tops
- Any open toed shoes such as flip flops, sandals and anything open toed.
- Exercise apparel: No sweats, muscle shirts, leggings or **yoga pants**. If you'd wear it to run a marathon or go to the HWC, then it's too casual.

Appropriate clothing for work includes:

- Jeans or khakis (dresses and skirts are fine; just not always advisable)
- Tennis shoes, boots, flats... basically if you can walk across campus without breaking them (or your ankle) they're probably good.
- Clean shirts that are not too loose fitting. Loose fitting clothes catches on boxes, doorknobs and gearshifts. This compromises your clothing and your safety.
- Raincoats, windbreakers and coats are suggested for inclement days; it makes classes really uncomfortable when you're soaking wet after work.
- During Dead/Finals week thematic onesies are acceptable.

If you have questions on what is appropriate for work, please ask. *Please do not make this a discipline issue.* You may be sent home to change if you come to work dressed inappropriately. Repeated offenses could result in termination.