



# OHIO STATE CALLING

## SPRING 2009 EMPLOYEE AGREEMENT

Your employment with Ohio State Calling is based on the following terms and conditions. Employment is for the current academic quarter only and rehire is based upon performance reviews, attendance, and the discretion of the Program Manager. I acknowledge that I have read and am aware of the attendance policies of Ohio State Calling and that failure to adhere to these policies can and will result in the termination of my employment. By signing below, you indicate that you are aware of and accept these terms and conditions.

I consent to have all calls monitored or recorded by the supervisory staff for the purpose of performance appraisal and assurance of professionalism. I understand that my performance will be evaluated each quarter through the use of new caller evaluations forms and formal monitor sheets. New caller evaluations are graded on a pass/fail basis, and a passing score for formal evaluations is 75% or higher. Evaluations are designed to provide supervisory feedback and to better define expectations for phone call performance. In the event that I do not pass any two evaluations in the quarter, I will be subject to termination at the discretion of the program manager.

I understand that all personal and financial information of Ohio State University Annual Giving prospects is the property of OSU and is not to be used for an employee's personal use, or given or sold to individuals, companies or other entities not expressly approved by OSU. Any and all information received or reviewed as a member of the Ohio State Calling Team is considered confidential. This program has access to sensitive materials, and it is the responsibility of the employee to maintain confidentiality. To be found discussing or otherwise using this information outside of the calling room may result in immediate termination.

In the event of a violation of the policies detailed below, a verbal warning may be issued at the discretion of the supervisory staff, but any breach of Ohio State Calling policies is grounds for the receipt of a written warning.

In addition to the above, I understand that my employment may be terminated for reasons including but not limited to:

- Failure to represent the Ohio State University in a professional, polite manner
- Falsification of donor records
- Poor statistical performance or not maintaining satisfactory job performance
- Failure to follow proper calling procedures
- Insubordination or any disruptive behavior including any form of intoxication (Throwing of objects, i.e. paper, pencils, etc)
- Using notes, studying, or doing homework during non-break times
- Reading books, magazines, newspapers during non-break times
- No puzzles, arts and crafts (knitting, needlepoint, etc) or any other activity not provided by Calling Center Staff
- Making unauthorized phone calls
- Unauthorized use of the Internet
- Use of personal cell phone during non-break times
- Leaving work area with debris at end of shift (paper on floor, empty containers)
- Failure to adhere to sexual harassment policy
- No food, gum or opened beverages on the call floor
- Exiting the building through the front doors during a shift
- Damaging or theft of office equipment or supplies

- Receipt of two written warnings throughout the quarter
- Discretion of the Program Manager

Please select (circle) a permanent weekday or weekend schedule from the options below. If you select an alternate weekday schedule you will be required to provide documentation of a University related conflict. The acceptance of an alternate weekday schedule is based solely upon the discretion of the Program Manager.

Weekday Schedule:					
Choose One:			Choose One:		
Monday & Wednesday 5:30 – 9:30	Tuesday & Thursday 5:30 – 9:30	Friday 4:30 – 8:30	Saturday 11:00-3:00	Sunday E 12:30 – 4:30	Sunday L 5:30 – 9:30
Weekend Schedule:					
Required (must choose both)			Choose One:		
Friday 4:30 – 8:30	AND	Saturday 11:00 – 3:00	Sunday Early 12:30 – 4:30	OR	Sunday Late 5:30 – 9:30

\_\_\_\_\_  
Student Employee (please print)

\_\_\_\_\_  
Student Employee (signature)

\_\_\_\_\_  
Date

\_\_\_\_\_  
Program Manager (signature)

\_\_\_\_\_  
Date