WELCOME TO PACES

PACES is a not-for-profit company, directed by students, faculty, staff and administration of SUNY Potsdam. It is an organization for which you can be proud to work. Our mission is to provide quality services to the campus community while generating revenue to return to SUNY Potsdam.

Student Employment Opportunities at PACES

PACES is one of the largest campus employers. We hire students for shifts at all Dining Services locations, The College Store and The Union Market. PACES complies with all campus, NY State and Federal laws regarding employment.

Once you have secured a position, but before you begin to work, you will need to complete the hiring process by going to the PACES Business Office in Merritt Hall. Here you will do your pre-employment paperwork, which includes an I-9,W-4 and NYS forms. In order to do this you will need both a Social Security card or a birth certificate and a photo I.D. (SUNYCard, driver’s license or Passport).

PACES EMPLOYMENT POLICIES

PACES complies with all federal, state, local and campus policies related to employment and employees. As a PACES employee you are expected to comply with SUNY Potsdam campus policies.

Dining Service employees must also adhere to regulations of the NYS Board of Health and NYS Alcoholic Beverage Commission.

All PACES employees should be familiar and adhere to the following campus policies. Policies are available at
CONDITIONS OF EMPLOYMENT

Employment. Work assignments are created each semester based on the individual needs of the operating unit. Your employment at PACES is considered to be temporary and at will, based on the needs of each operating unit.

Termination. There are two types of termination of employment: termination without penalty and termination with penalty.

Termination without penalty include: general inefficiency or inability to perform the job duties. If your employment is terminated without penalty, you may keep any other shifts with PACES and you are eligible for rehire.

Termination with penalty include: theft, fighting, drug & alcohol violation, insubordination, and failure to follow attendance policies. If your employment is terminated with penalty you will lose all your shifts with PACES and be ineligible for future employment with PACES (at any location).

You must clock in and out by the appropriate method at the start and end of each work shift or break period. Failure to do so may result in the employee being paid for an incorrect number of hours. In this event, payroll errors will be corrected on the next payroll (separate checks will not be issued).
Attendance. Everyone is responsible for his or her own shifts unless your unit manager or supervisor excuses you. Please check with your unit manager for the details regarding call-in procedures; absence due to illness; sub-card procedures; and finals week attendance rules. Any unexcused absence will be considered sufficient cause for dismissal and may nullify the student’s opportunity for any further employment with PACES.

Sickness: In case of sickness, employees are required to call no less than two hours before they are to report to work. You must call and notify a manager in the location in which you are scheduled to work. Leaving a message on the phone of an office is not acceptable.

Substitutions: Substitutions are allowed to accommodate occasional absences. Check with the manager for the unit protocol for substitutions. Repeatedly missing work shifts or continually getting a sub for any of your shifts will result in disciplinary action. If you want to drop a shift, a seven calendar day notice is required.

Personal Hygiene and Dress Code. Personal cleanliness and proper attire is required for all PACES employees.

Safety. PACES is committed to operating a safe workplace and we expect you to follow all rules and regulations regarding safety.

Dress Code
The College Store does not allow open toed shoes, tank tops, and skirts or shorts worn above the knee. A work shirt and name tag will be provided by the Store and must always be worn on your work shift.

Dining Service employees are required to wear white
shirts, black pants and slip resistant shoes for all shifts. Catering Employees must wear black dress pants, black shoes, and long sleeved button down white shirts. Other Dining Service employees may wear short sleeved (no cap or sleeveless shirts allowed).

Due to NYS Board of Health regulations, additional hygiene and dress requirements for Dining Service employees are:

- Chewing gum on the job is not permitted.
- No jewelry may be worn.
- Closed toed, slip resistant shoes are required.
- Hair must be effectively restrained, including facial hair.
- Name Tags must be worn.
- Fingernails must be clean and kept reasonably short. No fake fingernails are permitted.
- Never handle food if you have an open sore or infection. Please bring this to the attention of the unit manager.
- Always wash your hands before beginning work; after using the rest room; and after eating or smoking.

**Responsibilities, Standards and Best Practices**

Violations of responsibilities, PACES standards and or best practices may be cause for disciplinary action.

- Take your job seriously. The work habits you learn here will impact your future work behavior.
• Be dependable.

• Attend to customers promptly and courteously (just as you want to be treated when you are the customer).

• Act in a professional manner. Be aware of the impression your speech, behavior and dress has on others.

• Be respectful of PACES products, equipment and supplies. The cost of poor stewardship is passed on to our customers, so please help us keep prices low.

• Cooperate. Get along with coworkers – it will make everyone’s work day better.

• Be knowledgeable about the products and services in your department.

• Cell phones, earbuds, headsets and other personal electronic devices may not be used during your shift; and must be turned and remain off.

• Food may not be taken from the premises – even food you might think is waste (we are required by the NYS Board of Health to safely dispose of food products we deem improper for sale).

• Eating food you have not paid for will be considered as theft.

• Equipment, products or supplies may not be used for personal reasons.

• Be honest: Lying, cheating, stealing, misrepresentation, falsifying records are all grounds for employment termination with penalty and, possibly, criminal charges.
• Our customers deserve our full attention. Lengthy personal conversations should be avoided while working.

• Frequently asked questions:

**Who qualifies for employment?**

Any current SUNY Potsdam student with a valid college ID. Students must provide employment eligibility verification: a copy of your Social Security card and your Passport. If you do not have a Passport, you must provide a Driver's license/permit and a copy of a Birth Certificate in order to complete mandatory I-9, W-4, wage theft, and NYS forms.

**What is the criteria for selecting students for employment?**

Availability of work hours, experience, and meeting physical requirements of the position are all criteria in the selection process. These factors being equal, PACES will hire students on a first-come, first serve basis.

**After the semester ends am I guaranteed a future job?**

Current student employees can sign up for the next semester. At that time students can also request additional shifts.

**How many hours can I work?**

Each unit hires workers directly, so apply at the unit(s) you wish to work. The actual hiring and scheduling procedures vary from unit to unit, students may work 2-3 shifts per week (fewer than 20 hours per week). You may work in more than one location.

**When do I get paid?**

You are paid every other week on Fridays. Direct deposit is available and is a quick and efficient way for you to access your wages, sign up at the PACES Business Office.
Paychecks are distributed at the employee’s home work location. Go to the PACES Business Office to pick up your check during break periods if your unit is closed or to have your check mailed to you (self-addressed, stamped envelope required).

**Are there any benefits?**

Besides wages and valuable work experience, PACES has scholarship awards and gifts for graduating seniors. Please check with your unit manager for eligibility details on these programs.

The College Store and Union Market offers discounts on merchandise (some exceptions apply) to their student employees.

Dining Service employees who work a four hour shift are eligible for one free meal (not to exceed the value of a meal allowance) and a free beverage.

**How much do I get paid?**

Dining Service, College Store and Union Market student employees earn minimum wage. See the back page of the Student Employment Application for current wages.

**What payroll deductions apply?**

While maintaining SUNY Potsdam student status you will be exempt from FICA. You may elect to have money deducted for your Bear Express or Flex Dining account. Otherwise, your earnings are considered income and subject to federal and state taxes. It is the employee’s responsibility to file his or her own IRS forms. W-2 forms are distributed from the PACES Business Office in January.

**What if I lose my check?**

Replacement of lost or destroyed paychecks can be done at the PACES Business Office. A replacement fee may apply.
How Do I Appeal a Termination- what is the Grievance Procedure?

In the event any differences arise between the employee and the employer, they shall be settled in the following manner:

**Step One:** Any employee who desires to have such a difference considered by the Employer shall have 5 calendar days to present and discuss the differences with his/her immediate supervisor. If the employee is not comfortable with their immediate supervisor’s decision they may go directly to the Associate Director or the College Store Director.

**Step Two:** If the difference is not settled the employee has five days to present the difference to the General Manager or the College Store Director. They will then meet with the employee and their immediate supervisor to hear both sides. The General Manager will then make a decision on what action will be taken to rectify the difference.

**Step Three:** In the event that the employee feels that the difference has not been resolved then the employee can make an appointment with the Director of Dining Services or the College Store Director for a final decision.
### IMPORTANT CONTACT NUMBERS

<table>
<thead>
<tr>
<th>Department</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>PACES Executive Office</td>
<td>2147</td>
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<tr>
<td>PACES Business Office</td>
<td>3780</td>
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<tr>
<td>PACES Payroll Office</td>
<td>3098</td>
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<td>SUNYCard Office</td>
<td>2658</td>
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<tr>
<td>PACES Fax</td>
<td>3099</td>
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<td>The College Store</td>
<td>2573</td>
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<td>Union Market</td>
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<td>College Store Fax</td>
<td>2343</td>
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<td>Dining Services Office</td>
<td>2657</td>
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<td>Dining Services Fax</td>
<td>2698</td>
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<tr>
<td>Student Union Dining Court/Manager</td>
<td>2802</td>
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<td>Student Union Dining Court/Asst. Mngrs</td>
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<tr>
<td>Tomassito's &amp; The Firehouse Grill</td>
<td>2585*</td>
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<td>Lehman Dining Center/Manager</td>
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<td>Becky’s Place/Manager</td>
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<td>Crane Snack Bar</td>
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<td>Minerva's Café</td>
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<td>Performing Arts Center Cafe</td>
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<td>Thatcher Kitchen/Manager</td>
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<td>Dexter's Café</td>
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<td>Bowman/Manager-Bakery/Central Prep</td>
<td>2605/2604</td>
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<tr>
<td>Catering Department</td>
<td>2668</td>
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Dining Services: townesl@potsdam.edu  
The College Store: lobdelk@potsdam.edu  
SUNYCard: wingkr@potsdam.edu  
PACES Executive Office: arnogc@potsdam.edu  
PACES Payroll Office: zengerml@potsdam.edu  
www.potsdam.edu/offices/paces