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).

Time and Attendance. You are expected to be on time. Repeated tardiness will be penalized and can lead to termination of employment.

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).

If you want to drop a shift, a seven calendar day notice is required (or your employment will be terminated with penalty).

Attendance. Everyone is responsible for his or her own shifts unless your unit manager or supervisor excuses you. Repeatedly missing work shifts or continually getting a sub for any of your shifts may result in disciplinary action.

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.

Absences. Excessive absences may be cause for dismissal.

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 infrequent substitutions. Check with the manager for the unit protocol for substitutions.

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 student who is a current student with a valid college ID or High School Student with working papers. Students must provide employment eligibility verification: a U.S. Passport or a Driver’s license/permit or School ID card and a Social Security card or a certified copy of a Birth Certificate to complete mandatory I-9 and W-4 forms. For other options, consult www.formi9.com

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 General Manager.

**Step Two:** If the difference is not settled the employee has five days to present the difference to the General Manager. The General Manager 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 for a final decision.
IMPORTANT CONTACT NUMBERS

PACES Executive Office ........................................... 2147
PACES Business Office ............................................. 3780
PACES Payroll Office ............................................. 3098
SUNYCard Office .................................................... 2658
  PACES Fax .......................................................... 3099
The College Store .................................................... 2573
Union Market ......................................................... 3709
  College Store Fax ................................................... 2343
Dining Services Office .............................................. 2657
  Dining Services Fax ................................................ 2698
Student Union Dining Court/Manager ....................... 2802
Student Union Dining Court/Asst. Mngrs .................... 2594
Tomassito's & The Firehouse Grill ............................... 2585*
  *Pizza Orders & Late Night Operations
Lehman Dining Center/Manager ................................. 2627
Lehman Dining Center/Asst. Mngr ............................ 3146
Becky’s Place/Manager ............................................ 2652
Crane Snack Bar .................................................... 2470
Minerva’s Café ........................................................ 2379
Performing Arts Center Cafe .................................... 2879
Thatcher Kitchen/Manager ....................................... 2661
Dexter’s Café .......................................................... 2934
Bowman/Manager-Bakery/Central Prep ....................... 2605/2604
Catering Department .............................................. 2668

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