



CRISTO REY  
NEW YORK HIGH SCHOOL



2025-2026

# CORPORATE PARTNER HANDBOOK

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# LETTER TO OUR PARTNERS

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## Dear Partners,

The mission of Cristo Rey New York High School is rooted in *cura personalis*—care for the whole person. By welcoming our students into your workplaces, you provide them with access to a quality college preparatory education, the opportunity to thrive in a professional setting, and the confidence to dream big. This mission is made possible through your partnership and commitment to our students. Thank you for investing in their growth, believing in their potential, and, in turn, shaping the future of New York.

As a Cristo Rey Corporate Work Study Partner, you serve as the bridge between our students and the professional world. As you can imagine, beginning a job at fourteen is daunting, but with your mentorship and guidance, our students develop confidence, resilience, and a strong work ethic. At the same time, they have the opportunity to contribute to your company, developing the very qualities— that organizations like your own seek in their future leaders. By setting high expectations, modeling workplace excellence, and providing meaningful learning opportunities, you are not just supervising students; you are shaping the workforce of tomorrow.

This Corporate Partner Handbook is here to support you. Inside, you'll find key strategies, program policies, and best practices, along with assignment ideas tailored to your industry. We hope it serves as a valuable resource as you guide and mentor our young professionals.

Your leadership plays a transformative role in shaping our student's futures, equipping them with the skills and mindset needed for success in college, careers, and beyond. Thank you for your partnership.

With great respect and gratitude,

**The Cristo Rey Corporate Work Study Team**



# ABOUT

## CRISTO REY NEW YORK HIGH SCHOOL

Cristo Rey New York opened in 2004 to provide a top-quality, college preparatory education to students in underserved communities. A Cristo Rey education is made possible by an innovative model of unique partnerships with families, educators, businesses, benefactors, and universities.

### **OUR CORE BELIEFS**

#### **Access and Opportunity**

The Corporate Work Study Program (CWS) creates pathways to success by providing high potential students from underserved communities with access to diverse industries and opportunities.

#### **The Power of Mentorship**

Mentorship is crucial to the development of young adults and a vital part of student growth—providing the confidence, skills, and guidance needed to thrive in the workforce.

#### **Developing Our Future Leaders**

With the right training, support, and high expectations, Cristo Rey Student Associates will exceed expectations and grow into the next generation of corporate professionals and changemakers.

#### **Integrated Real-World Education for Lasting Impact**

We believe in integrating rigorous academics with hands-on corporate experience, allowing students to develop adaptability, self-awareness, and professional skills that will serve them in college, careers, and beyond.

# CORPORATE WORK STUDY PROGRAM OVERVIEW

The objective of the Corporate Work Study Program (CWSP) at Cristo Rey New York High School is to provide students with the tools to create a future in higher education and a successful professional career. This is accomplished through a progressive learning experience that combines the benefits of classroom instruction with on-the-job professional development.

Student associates are employees of the CWSP and not direct employees of Corporate Partners. As such, they are not eligible for Corporate Partner employee benefits. However, the CWSP asks that Corporate Partners treat students with the same respect as any other worker, adhering to the company's stated workplace rules, regulations, policies, and procedures during their day-to-day work activities.

As freshmen, Student Associates are introduced to the foundational skills needed for entry-level, corporate office-style jobs through both their workplace experience and Corporate Applications class. This course helps students prepare for the workplace by guiding them in reflecting on their strengths and weaknesses, adapting their behavior for success, and developing key professional skills under the direction of instructors.

By sophomore year, students deepen their understanding of general office culture, professional skills, daily responsibilities, and begin to build credibility with their supervisors and colleagues.

By junior and senior year, their responsibilities will increase, transitioning toward professional work interests and skills. At this stage, job placements will mirror a college-level internship experience, providing students with real-world exposure to career pathways in corporate settings.



The CWSP is committed to making participation as smooth as possible for our Corporate Partners. Our policies and procedures are designed to align with standard business practices. Cristo Rey New York High School reserves the right to update or modify this handbook as needed, with any changes communicated to Corporate Partners in writing.

If you have any questions or need clarification, please reach out to your Partnership Associate.

# BUILDING THE PERFECT INTERNAL SUPPORT STRUCTURE

## THE IDEAL CORPORATE WORK STUDY SUPPORT STRUCTURE CONSISTS OF:

- Decision Maker
- Point of Contact/Champion
- Supervisor
- Alternate Supervisor

### ROLE OF THE DECISION MAKER

This person is most often the Head of the Company and is responsible for approving the funding for the Corporate Work Study Program (CWSP). Their support is essential to the success of the program, as it demonstrates that partnering with Cristo Rey New York High School is a meaningful commitment for the company. At the end of each school year, the students on each job team create a final project called Project CEO. We encourage the Decision Maker and other members of the company's executive team to attend this presentation.

### ROLE OF THE POINT OF CONTACT/CHAMPION

The primary liaison between the company and Cristo Rey's CWSP team, maintaining regular communication with their Partnership Associate. They oversee the day-to-day internal management of the CWSP, ensuring that Supervisors have the information and support they need. This role is key to program success, as the Champion connects the Decision Maker with the Supervisors and fosters engagement with CWSP-related outings, such as networking opportunities and student events.

### ROLE OF THE SUPERVISOR

Each Student Associate should ideally be assigned to a different Supervisor to distribute responsibility evenly. In many successful partnerships, students work in different departments—such as Finance, HR, Marketing, IT, Sales, or Reception—to gain exposure to a variety of professional roles. Some companies rotate students between departments, either within the same workday or across semesters, to enhance their learning experience.

Cristo Rey New York High School hosts **Supervisor Orientation** each year before the start of the program, providing an opportunity to share best practices.

### ROLE OF THE ALTERNATE SUPERVISOR

An Alternate Supervisor serves as a backup point of contact for the Student Associate when the Primary Supervisor is unavailable. This ensures that students continue to receive guidance and have clear direction in their daily tasks.

# SUPERVISOR EXPECTATIONS

- ☐ **Select a Backup Supervisor** – Identify an Alternate Supervisor for when you are out of the office, so your Student Associate has a point of contact on their workday.
- ☐ **Complete Daily Timecards** – Submit a digital timecard evaluating the student's daily performance, as required by the U.S. Department of Labor. Provide frequent, constructive feedback both in person and through timecards.
- ☐ **Participate in Two Required Site Visits** – Meet with the CWSP team twice during the school year to ensure compliance with Department of Labor regulations and discuss student progress.
- ☐ **Attend CWSP Kick-off** – Meet your student associates for the first time and celebrate their placement at your organization.
- ☐ **Participate in Supervisor Orientation** – Attend a virtual training to prepare for supervising Student Associates effectively.
  - **Provide a Structured Daily Schedule** – Work with CWSP staff to create a plan
- ☐ that includes:
  - **Job Description:** What meaningful tasks will student associates complete?
  - ☐ Clearly define their contributions to the organization and communicate these expectations upon arrival.
  - **Daily Schedule:** Will students work within one department or rotate
  - ☐ between teams? Will they follow a set schedule each day?
- **Integrate Students into Company Culture** – Encourage engagement by inviting
- ☐ Student Associates to:
  - Team meetings
  - Department luncheons
  - Company celebrations
  - Professional development sessions

# BEST PRACTICES FOR STUDENT ENGAGEMENT

## 1. MAINTAIN REGULAR COMMUNICATION WITH CWSP STAFF

**Benefits:** Ensures alignment, tracks progress, and addresses concerns early.

CWSP staff is here to help you in any way we can, so that your experience with our students and program is mutually rewarding. By providing updated contact information, we can be certain that communication is timely and effective. By working together, we can often address and correct concerns before they become big problems. We can also make sure that students get the recognition they deserve for a job well done.

**Ways you can do this:**

- Provide names and contact information for anyone who should be informed about CWSP happenings or who has direct supervision of our students.
- Write specific comments on Timecards. If you are not comfortable or don't have time to comment on the timecard, send us an email.
- Send us emails or call us to let us know how things are going (good or not). No issue is too small; even if you have addressed the concern with the student, just let us know, so we can stay in the loop.
- If you were particularly impressed one day, let us know that too!

## 2. MAKE EXPECTATIONS CLEAR AND HOLD STUDENTS ACCOUNTABLE

**Benefits:** Helps students understand their role and meet expectations.

Clear expectations reduce mistakes and frustration for both the supervisor and the student. Students are more likely to excel when they know what you expect and when you provide specific feedback. An orientation at the beginning of the year ensures that everyone is on the same page from Day 1.

**Ways you can do this:**

- Provide time limits on projects. Make certain the student understands instructions. Offer a clear "chain of command" (i.e., If I'm unavailable, talk to Sue; if Sue is unavailable, work on the back-up project).
- When providing multiple tasks at once, encourage students to prioritize them with you, so everyone knows when something should be completed.



- Provide an example of a finished project, if possible.
- When providing constructive criticism or compliments, give specific examples of the mistake or the job well done. “Good job today” does not mean as much as “I really appreciated how quickly you completed the copy job.”

### 3. PROVIDE REGULAR FEEDBACK

**Benefits:** *Encourages student growth and accountability.*

Enhances communication between you and the student. Provides an opportunity to reinforce your expectations. Gives the student benchmarks to evaluate and improve their own performance. Teaches students the value of constructive criticism, compliments, and learning from mistakes. Addressing concerns honestly and quickly can often correct the problem before it becomes a bigger issue. Complimenting students can motivate them to continue to succeed.

**Ways you can do this:**

- Make sure you insist on your student checking in every morning and checking out every evening; do not let the students start the morning or end the day without making contact with a supervisor.
- Set regular times to “check in” with the student to discuss how things are going (i.e., every first workday of the month).
- Fill out the daily timecard and include comments.
- Do not be afraid to correct a student or to provide constructive criticism. If the student did not meet expectations on a certain day, let the student know. Likewise, offer positive feedback on a job well done.
- When completing progress reports and official Mid-Year/End of Year Evaluations, review the results with the student.

### 4. PROVIDE MULTIPLE METHODS OF INSTRUCTION/EXPLANATION

**Benefits:** *Helps students learn effectively and work independently.*

Promotes communication skills and emphasizes the importance of understanding instructions. Reduces frustration for both student and supervisor by minimizing mistakes and misunderstandings

**Ways you can do this:**

- When giving verbal instructions, ask the students to re-state, in their own words, what you expect.
- Ask the student to take notes and ask to see notes (particularly with freshmen or other students you may have concerns about).
- If you provide written instructions, ask them to summarize what they understand. It is always a good idea to provide a concrete example of a finished project or to ask the student to show you an example before they get too far into a project.
- Do not assume a head nod or “yeah, OK” equates with understanding. Once you are accustomed to the student’s work quality, you can, of course, modify how you solicit proof of understanding

## 5. KEEP STUDENTS WORKING

**Benefits: Benefit: Builds strong work habits and prevents downtime.**

Boredom breeds inaccuracy and laziness, so if students are not bored, they will continue to perform well. Agendas, routines, and established “back-up” projects create clear expectations so students are never curious about what to do next. Agendas also help develop a sense of initiative, as students are more likely to just “dive in” when they know what to do. Finally, occasionally “sharing” the student with other departments provides variety to the day, incorporates the student into more of the organization, and ensures there is always something for him/her to do.

### **Ways you can do this:**

- Make other departments aware that students are available to help. This can look like having your student associate send an email to different departments and co-workers that they are in the office and can assist with tasks.
- Always have a backup project (non-urgent filing, cataloging returned mail, inventory, industry and competitor analysis, database updates, etc.) that the student knows to work on when daily tasks are finished, and the supervisor is not available to give the student more work.
- Develop periods of routine (if possible) so that the student knows he/she always has a particular task at a certain time (i.e., stocking printers each morning, covering the reception desk at lunch time, mail run every afternoon, etc.).
- Provide a daily agenda so the student knows what to expect from the day.

## 6. CHALLENGE STUDENTS

**Benefits: Promotes skill development and workplace engagement.**

Students will stay engaged at work and will feel motivated to succeed when they are challenged. They will feel appreciated and taken seriously when given greater responsibility. Students will develop a greater understanding of how their work affects others and may also be exposed to long-term career goals.

### **Ways you can do this:**

- Assign them activities that you think might be a bit more complicated and let them rise to the challenge.
- Provide the big picture/desired outcome of an assignment and encourage the student to identify the best way to complete it or solve a problem.
- Ask the student what their workplace goals are/what they hope to learn, and see if it can be incorporated into their routines (i.e., better phone skills, computer work, learning more about what lawyers do, etc.).
- Introduce students to different personnel, particularly those in a position in which the student has an interest (attorneys, accountants, nurses, engineers, etc.). Set up times for “coffee chats” or have students shadow someone for a morning in a different department.

## 7. ENCOURAGE STUDENT OWNERSHIP OF TASKS & PROJECTS

**Benefits:** *Encourages student growth and accountability.*

Students will feel their work is important and appreciated, producing better outcomes. Students will appreciate the trust and responsibility of having their own jobs.

**Ways you can do this:**

- Explain the “big picture” of a task and how it relates to the overall success of a project.
- Emphasize the importance of even small or mundane activities.
- Allow students to learn about other departments’ functions and staff, and how everyone’s work interacts, so they understand where the projects start, where they go next, and who uses the projects.
- Give students specific tasks and projects that are “just theirs” and let them know that the assignment is not “just scanning/copying/mail sorting,” but it is their job and integral to the success of a department/ other staff member, etc.

## 8. PROVIDE A VARIETY OF RESOURCES FOR STUDENT REFERENCE

**Benefits:** *Reduces reliance on supervisors and boosts confidence.*

Encourages students to be self-sufficient in seeking answers. Promotes confidence by giving students the tools to complete tasks on their own. Enhances the student’s comfort with the company.

**Ways you can do this:**

- Provide a map of the campus or building, with departments/personnel locations annotated; a company directory (if you don’t have one, ask the students to make one); a script for answering and making calls; a handout of Frequently Asked Questions; a manual with examples of common projects, instructions on how to complete certain computer functions, etc.

## 9. INCLUDE STUDENTS IN YOUR ORGANIZATION’S CULTURE AS MUCH AS POSSIBLE

**Benefits:** *Enhances belonging and workplace engagement.*

Students feel like they belong and are not “just students.” They develop a greater sense of pride for their work and the organization.

**Ways you can do this:**

- Students should be provided a workspace and the supplies to complete their tasks and responsibilities.
- Involve students in meetings. Include them in office newsletters or updates.
- Share company trinkets (water bottles, key chains, etc.).
- Introduce them to multiple members of staff, not just immediate supervisors.
- Let them tour the building, campus, etc., to learn about multiple departments and personnel.
- Place a name placard or sign at the student’s workstation with the student’s name and “Cristo Rey student” so others know who they are, too.

## 10. HAVE FUN!

***Benefits: Encourages student growth and accountability.***

Our students look to you as role models and guides for how to behave in the work world. If they witness their co-workers approaching the day with a positive attitude, they are more likely to do the same. When our students feel like it's OK to have fun, and when they feel that you enjoy their company and contributions, they will likely be more productive and effective. Our students have energy, creative ideas, humor, and a willingness to succeed, in addition to a wealth of individual talents. Tap into these traits to re-energize your workplace and brighten your workday!

***Ways you can do this:***

- Start every student's workday with a conversation if possible. Engage in discussion about their Academic and Work-Study experience.
- Ask students about themselves, but also share about yourself. The more they know about you, the more likely they are to engage you rather than the other way around.
- Find connections or similar likes. This leads to easy conversation starters.
- Ask students to elaborate on answers or have them explain themselves. Yes or no answers should be challenged.

# PREPARING FOR YOUR STUDENTS' FIRST DAY OF WORK

**The following list provides a guideline on how to prepare for your student worker(s) to join your company. Included are items to plan for prior to your student workers arrival, as well as items to think about once work has begun. If you have any questions, please contact your Partnership Associate.**

## **Documentation:**

Will students need to complete anything ahead of the start date - background checks, HIPAA training, proof of age, health screenings, NDAs, etc.? \*Any required paperwork can be completed during Site Visit Day. Your Partnership Associate can facilitate any required parent/guardian signatures or additional onboarding requirements, such as vaccination records.

## **Company policies:**

Are there any vital company policies around harassment, discrimination, reporting guidelines, confidentiality, etc. that the student worker needs to read and understand? \*This information can be reviewed during Site Visit Day.

## **Communication:**

How will your office share the news about the student worker/team starting? Is there an internal communication that can be distributed across the company or office? Do you want the language about CRNYHS to be included in the email? \*For a sample introduction email, please see sample provided in this section of the roadmap.



## **Orientation:**

Will student workers participate in any kind of new employee or intern onboarding? Will this be handled by a supervisor, Human Resources, or someone else?

\*Site Visit Day is a great opportunity for an orientation program.

## **Computer hardware/software:**

Do you want to give student workers company hardware? Will they need usernames and passwords for any additional programs? Who can students go to with computer issues? (i.e., difficulty with internet access or forgotten password) Be sure to review your company's policies on computers and tech with the students.

**Work Location/ID Cards:**

Where will your student workers be located? We recommend assigning a designated desk or office space, as this helps students feel welcome and part of the team. Communicate your expectations about what you expect around desk /office cleanliness, especially if students are sharing the space with other interns. Will your students need to be issued an ID card/security badge? Be sure to review your company's policy for lost ID cards / access badges.

**Supervisors:**

Who will be the primary work team supervisor and who will be the back-up supervisor(s)? Is the supervisor or back-up supervisor well placed to approve timecards and complete the two Student Associate Performance Reviews? Please provide your Partnership Associate with the names and email addresses of all supervisors. They will receive a daily timecard from their students to provide feedback. We will also use this contact information to periodically provide Cristo Rey Work Study updates throughout the year. It is helpful for your Partnership Associate to know student supervisors prior to the start of work, so they can communicate this information to students ahead of time.

\*All supervisors will need to have clearances on file with Cristo Rey New York. Instructions on how to complete the required clearances will be provided by your Partnership Associate.

## **STUDENT WORKER RESPONSIBILITIES**

**Job description:**

What will student workers spend their time on? Please spend time deciding how your students will best contribute to the success of your company and be sure to explain this to your students when they arrive. The more students see how their responsibilities fit in with the organization, the more ownership and pride they will take in their job.

**Schedule:**

Will students follow a schedule each day? Will they work with one department or different departments?

**Routines:**

Are there department routines that the student workers can be integrated into (organizing e-files, weekly projects or reports, staff meetings, etc.)? This goes a long way toward making your students feel comfortable and involved in your organization.



## INTRODUCING STUDENT WORKER TO TEAM : EMAIL TEMPLATE

*"Dear Colleagues,*

*Please welcome the newest members of ABC Company! Starting next week, four students from Cristo Rey New York High School will join us daily until June. Cristo Rey New York High School prepares students for post-secondary success in education and work through a mutually transformative learning experience. The Cristo Rey mission aims to provide students with 21st century skills like communication, collaboration, creativity, critical thinking, good work habits and a commitment to justice and peace. Through the Corporate Work Study Program (CWSP), each student at Cristo Rey works one day per week to defray the cost of their tuition, as well as to gain valuable experience in a professional work environment. ABC Company is proud to have partnered with Cristo Rey New York for the past three years. We are excited that two of our students are returning from last year, watching their growth and development has been most impressive. See the list below to learn who is joining us throughout the week and at the respective team and projects they will be working on.*

*Mondays: Freshman LilyRose McGraw will work in Human Resources under the supervision of Kristen Johnson. LilyRose will aid Kristen in processing job applications, filing background checks and creating new employee files.*

*Tuesdays: Sophomore Jailyn Medley will work with Stephanie Holcomb in Marketing to compile sales packets. Jailyn will also check the accuracy of contacts in our database.*  
*Wednesdays: Jalile Crooks will work in Accounts Payable. A junior, Jalile, will process invoices with John Miller.*

*Thursdays: Senior Avanika Riley will work with Dale Christiansen in Information Services. Avanika has the important task of reimaging older laptops and inventorying desk units.*

*Please give a warm ABC Company hello to the students when you encounter them in the offices! I welcome feedback regarding our student workers, so don't hesitate to contact me directly with questions or comments.*

*Sincerely,  
Josephine Wright  
SVP, ABC Company"*

# **SAMPLE ICEBREAKER ACTIVITIES FOR STUDENT WORKERS' FIRST DAY**

## **Two Truths One Lie**

Have each student and supervisor tell the group two truths and one lie. The group must decide which statement is a lie.

## **What Am I?**

Write an item on a note card for as many students and supervisors as you have. Tape a note card to each person's back. Each person has to figure out the item is on their note card by asking yes or no questions.

## **Most Prized Possessions**

This game helps people learn what they all value the most. To play, ask everyone if they were going to be deserted on an island, what three things would they want to bring with them and why.

## **What Would You Buy?**

Tell the group that they just won a certain amount of money. Each person has to tell the group what they would buy with it.

## **Guess the Celebrity**

Give the group hints about a celebrity. The first person to guess whom it is wins. If you have pieces of candy, you can give that out as prizes. (Be mindful - the celebrities you think of may not be the most well-known celebrities for teens. You may want to Google for some ideas).

# **AFTER THE STUDENT WORKER STARTS**

## **Confidentiality:**

Is there anything that the student workers need to know or understand about the confidentiality of information? Are there procedures they need to read and follow?

## **Introduction to what the company does/history of the company:**

Work Study placements give our students opportunities to understand the corporate and nonprofit worlds. Understanding what a company does and how the company fits into this world will help them do a better job. Consider asking a student to do their own research - direct students to the company website - and meet with their supervisor, prepared to share their notes or some slides on what they discovered.

**Department knowledge:**

What does the department that the student workers will be in do and what is the significance of this department? This may be the first time these student workers have experienced a certain industry/department and they have limited knowledge initially of what the department does or why the department exists.

**Office technology and software intro:**

What office technology and/or software will students use on a regular basis? Who can they ask for help when they are using something for the first time?

**Training:**

Is there training that they must complete as an intern/employee of the company? Are there Standard Operating Procedures (SOPs) or Work Instructions they need to read and understand?



# PROGRAM LOGISTICS AND POLICIES

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## STUDENT SCHEDULE

**All students go to school 4 days per week and work 1 day per week.** The work and academic schedule are aligned so that an entire grade level deploys for work on the same day of the week. Students never miss school to go to work.

The workday starts at Cristo Rey New York High School, not at your office, with morning check-in and assembly. Beginning the workday at school is a critical element of our program. It allows Cristo Rey to provide safe transportation for our students to work at no expense to students or their families. At morning check-in and assembly, the Work Study Staff takes attendance, checks for uniform compliance, and provides students with any workplace updates.

**Monday:** The Freshman class reports to work.

**Tuesday:** The Junior class reports to work.

**Wednesday:** The Sophomore class reports to work.

**Thursday:** The Senior class reports to work.

**Basic Schedule:** Students' workdays run from 9:30 am to between 4:30 and 5:00 pm.

\*Students should be dismissed no later than 5pm.



# STUDENT TRANSPORTATION

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## **CWSP coordinates and chaperones transportation to work for all students.**

Students are taken to work via public transportation. CWSP staff chaperones the students in travel groups on public transportation where students are dismissed at their designated stop and arrive at the office on their own. **Students are responsible for getting to the office from the transportation drop off location on time.** Students should not leave the office prior to the end of the workday, apart from their 30 to 45 minute lunch break.

If there are any deviations from the regular drop off time due to exceptional circumstances (unusual traffic, weather conditions, subway breakdown), the CWSP Staff, not the student, will communicate and/or confirm that deviation from schedule with the supervisor. **The supervisor should reach out directly to CWSP Staff via email and/or phone in the morning if a student has not arrived on time and you have not been notified in advance of an expected delay.** Students are not permitted to leave work early for any reason without the advance approval of CWSP Staff. If there is an extenuating circumstance and a student needs to leave work early, CWSP Staff, not the student, will contact and inform the supervisor in advance.

## WORKDAY TIMECARDS

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CWSP utilizes an electronic system to track hours students spend at work and to provide weekly performance feedback. **Timecards provide a legal record of the number of hours students work.** They are also a valuable tool for regular communication between student, supervisor, and the Partnership Associate.

**We use timecard feedback to understand the tasks that students are doing while at work and to ensure students are performing to supervisors' expectations.** The student is required to submit a timecard and the supervisor is required to rate the student's daily performance through the timecard.

The student will document daily accomplishments and noteworthy interactions. The supervisor will use the timecard to assess the overall daily performance, opt to share detailed feedback with the student, and request follow-up from the Partnership Associate if needed. **Please advise the Partnership Associate if the supervisor receiving timecards should be changed.** Completing the timecards is one of the most critical responsibilities that a supervisor has. The daily feedback from the timecards allows CWSP Staff to quickly intervene, redirect, and support both the student and the supervisor if a student is not meeting expectations.

# EXAMPLE TIMECARD



**Time Card Details**

<b>Student Name</b>	<b>Date Worked</b>
Jonathan Student	07/15/21

**Activities:**

Today, I attended a department meeting in the morning and learned about a new project that will launch next month. I spent a few hours updating the company's contact database, then I worked on a PowerPoint presentation that I will be making at next week's department meeting.

<b>Hours Worked</b>	<b>Time At Lunch</b>	<b>Hours Worked Without Lunch</b>
7 hrs 30 min	0 hrs 45 min	6 hrs 45 min

I would like to update the hours worked \* ☐ Yes ☒ No

**Performance**

Unsatisfactory	Needs Some Improvement	Met Expectations	Above Expectations	Exceptional
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Rating \* ☐ ☐ ☐ ☐ ☐

**Additional Comments**

Share comments with student? \* ☐ Yes ☒ No Request a follow up from Cristo Rey? \* ☐ Yes ☒ No

## BEST PRACTICES FOR TIMECARDS

### Multiple Channels of Feedback:

The timecard is not the only way to give feedback. Have regular conversations and touchpoints with your students regarding their strengths and areas for growth with respect to performance. Acknowledge and applaud positive performance and behaviors. Acknowledge and redirect substandard performance and behaviors.

### Be Direct and Accurate in Timecard Ratings:

Don't be afraid to select "needs improvement" or "unsatisfactory". Students are accustomed to receiving grades and constructive feedback from the faculty and staff at Cristo Rey so that they can learn, grow and develop.

### Always Provide Feedback for Substandard Ratings:

Accompany a substandard timecard rating with a conversation or request a follow-up.

### Don't be an Island:

If you are uncertain how to address a performance issue or would like support and guidance contact the CWSP Partnership Associate or any member of the CWSP staff.



# BI-ANNUAL STUDENT ASSOCIATE PERFORMANCE REVIEW

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Both positive and constructive feedback should be given to students regularly.

In addition, we ask supervisors to conduct two (2) mandatory performance reviews, one at the end of the student's 2nd and 3rd trimester to capture the culmination of feedback that has been provided to the student. Supervisors will be given instructions on completing the two online evaluations for each student. Students' evaluations are printed and shown to students so that they and their Partnership Associates can review and work towards maintaining or getting to an "Exceeds Expectations" review grade. Supervisors are encouraged to meet with their student workers to discuss the evaluation as well.

The first performance review in December assists students in gauging their performance, identifying areas in which they are strong and areas in need of development, and allowing them to improve their performance before their second review further. The second performance review in April/May serves as the student's final review for the year. Supervisors are requested to make honest and forthright evaluations of the student's performance. These review grades are also factored into their Corporate Applications Trimester Grades. More frequent (informal) reviews are encouraged and are at the discretion of the individual supervisor.

## WORKPLACE ENGAGEMENT PROJECT AND END-OF-YEAR PRESENTATIONS

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During the first trimester, students will complete a **Workplace Engagement Project**, which involves **interviewing two employees within your organization**, excluding their direct supervisor. Based on these interviews, students will create a project and presentation showcasing what they learned about their workplace and colleagues.

Later in the school year, students are encouraged to deliver an **End-of-Year Presentation summarizing their experiences, key learnings, and contributions at your organization. These presentations take place at the workplace, and attendance from the listed Decision Maker and other members of the company's executive team is highly encouraged.**

# LUNCH AND BREAKS

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Student workers are allowed to take lunchtime and breaks according to the job partner's preference and schedule. Department of Labor regulations require students to receive **two 15-minute breaks and one at least 30-minute lunch break.**

## **Timing:**

CWSP recommends that students take an hour at most for lunch and that it occurs at some point between 11am and 1pm. Furthermore, CWSP recommends job partner assign a specific lunchtime and that the assigned lunchtime remains the same throughout the school year.

## **Location:**

CWSP recommends that students eat lunch in the office cafeteria or specific spaces designated for employees to eat lunch. **Generally, students should remain within an estimated 5 block radius from the office and not use public or any other transportation on their lunch break.**

**Job partners should communicate lunch expectations on the first day.** Expectations include what time students should take lunch, where students should eat lunch and where students may store a bagged lunch.

CWSP encourages job partners to include and invite students to departmental lunches. These opportunities foster student learning and improve their communication skills. In instances where there is a group lunch off-site, please give the CWSP Staff advance notice and CWSP Staff can authorize permission for the student worker to leave the premises for this occasion.

If the student worker abuses their lunch break privileges, supervisors should address the behavior with students and note the behavior in the timecard review. CWSP staff will follow up with the student on the importance of following program policies related to lunch.

# DRESS CODE

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Although student workers provide services to various job partners, student workers are employees of the Cristo Rey New York CWSP. Therefore, students are required to always remain in Cristo Rey uniform. There are a handful of exceptions to this rule for students who work in hospital or museum settings. Prior to departing from school to work in the morning, CWSP Staff are responsible for evaluating students' attire and general compliance with the uniform policy. Please keep in mind that students can change their appearance between school and work, so it may be necessary to speak to a student upon arrival at work and notify CWSP staff if a student is not dressed appropriately.

# ILLNESS AND MEDICATION IN THE WORKPLACE

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## **If a Student Becomes Sick at Work:**

If a student becomes ill at work, the job partner is asked to call any member of the CWSP staff. If the student is not able to travel on their own, the CWSP staff will call the parent or guardian of the student and arrange for the pick-up. Please do not release a student worker without notifying someone on the CWS team.

## **Medication at Work:**

In most instances, job partners do not administer medication at work. All medications, including over-the-counter medications (i.e. Tylenol®, Advil®, acetaminophen, ibuprofen) must be approved by the school. Some students have allergies to certain medications, and other students do not have parental consent to take certain medications. **Please call CWSP staff before giving a student any medication. Any student requiring rescue medication, such as asthma inhalers or epi-pens, should be allowed immediate access for use.** If you have questions, please contact the school, and do not hesitate to call 911. **CWSP will notify you if a student placed at your company has any of these emergency medical conditions.**

# ATTENDANCE AND MAKE-UP DAYS

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## **Snow or Inclement Weather:**

Snow/inclement weather decisions will be based off if New York Schools are closed or delayed, Cristo Rey New York High School will generally follow suit. If the school is closed or there is a 2- hour delay, students will not report to work and the day will not be made-up, since this counts as school closing.

Due to daily student worker transportation planning, please report any worksite office closings in the morning to CWSP by 7:30am when possible. Please report any early closings during the workday as soon as possible.

## **School Activities and Sports:**

School activities and sporting events will not interrupt a student's work schedule and any exceptions will be communicated by the CWSP staff.

Job partners should be aware that students do not have approval to miss work for any school activities unless a request is made directly by CWSP staff to job partners and job partners grant approval. An example of a request is participation in a playoff or championship game.

# USE OF TECHNOLOGY

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As a rule, students are taught that it is inappropriate to use cell phones and personal electronic devices or the internet while at work – period.

Although a job partner's corporate culture may include the use of headphones, phones, or internet during the workday, **it is still discouraged for student workers**. Exceptions to this can be made, depending on the job partner's policies and the nature of the work being done by the student. CWSP encourages job partners to discuss with students the difference between appropriate and inappropriate use of technology.

A final note on cell phones: the less engaged a student is on the job (i.e., left with long periods of time without work assignments), the more likely they are to use a cell phone inappropriately. The best way to address this is to ensure your student workers are provided with work to do and engaged.

## SPECIAL EVENTS

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If there is an opportunity for a student to attend a special event (i.e. Office Celebration, Presentation, Social Impact Event, Banquet, Awards Ceremony, Sporting Event), outside of their scheduled work day or work hours please contact the CWSP staff to discuss the opportunity. The CWSP staff will determine if it is possible for the student to attend.

Students are not permitted to miss academic classes during a school day to attend events. However, exceptions can be made for special occasions and opportunities. If the event is in the evening, on the weekend, or a school holiday, CWSP staff can work with the supervisor and parent/guardian to obtain permission for the student to attend accompanied by a CWSP or Cristo Rey NY High School staff member.

CWSP is grateful that students are included in these types of special events and has been able to make accommodations when feasible to coordinate participation. Never hesitate to ask if this is possible but understand that there are no guarantees.

## COMMUNICATION

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CWSP Staff works in partnership with job partners on all matters of student concern. CWSP staff must be utilized as the primary point of contact between job partners, students, and their families. **If a parent/guardian contacts a job partner with questions or concerns, please refer them directly to the CWSP staff and refrain from answering questions related to program policies and expectations.** Parents/guardians will be instructed in the same way concerning direct communication with job partners.

# STUDENT AND PARTNER SAFETY

## **Concerns about Health or Safety of Student:**

If a job partner has any concerns about the physical or mental health or safety of a student, they should reach out to CWSP staff immediately. CWSP can support the student and respond appropriately.

## **Sexual Harassment & Discrimination:**

CWSP requests and expects that all job partners treat student workers with respect. For the safety of its student workers, and in conjunction with the job partner's own policies, the program is very sensitive to matters involving sexual harassment, discrimination or other inequitable treatment of student workers based on gender, race, culture or religious beliefs, and reserves the right to remove student workers, if necessary. CWSP also expects that student workers treat their supervisors and office colleagues with respect. Student workers are prohibited from engaging in sexual harassment, discrimination or other inequitable treatment of work colleagues based on gender, race, culture, or religious beliefs. In the event a student worker engages in such prohibited behavior, the job partner should immediately report the conduct to CWSP staff. CWSP reserves the right to remove student workers, if necessary.

Student workers have very specific and clear procedures for reporting incidents of inappropriate behavior at Cristo Rey New York High School. If a student worker reports any incident, CWSP staff will contact the job partner to evaluate and discuss the situation. Whenever possible, CWSP Staff will cooperate with the job partner's Human Resources Department to resolve the situation in accordance with the organization's guidelines..

## **General Student Misconduct on the Job**

CWSP has a vested interest in both the continued satisfaction of its job partners and the continued success of its student workers in their work experience. CWSP staff will act as mediators in difficult situations between the job partner and the student worker. Job partners are requested to notify the program as soon as possible regarding any incident of misconduct involving a student worker.

CWSP expects student workers to conduct themselves in a mature and professional manner. Incidents of misbehavior by student workers in the workplace are treated very seriously. Job partners should be aware that any student behavioral problems occurring at work will be dealt with on an individual basis. CWSP may choose to remove a student worker from the workplace. If this occurs, CWSP will coordinate with the job partner to replace the removed student as soon as possible.

Student workers are held to high standards of honesty and integrity by CWSP. The program has instructed student workers that the use of a job partner's telephone, internet, office equipment, office services or office materials without a supervisor's approval is prohibited.

# APPENDIX A: EXAMPLE STUDENT ASSOCIATE TASKS AND JOB DESCRIPTION SAMPLES

## SO... WHAT TASKS CAN A STUDENT ASSOCIATE DO?

Our most frequently asked questions from supervisors are, “What can we ask the students to do for our company?” We also hear, “I don’t have enough work to keep a student busy for their entire workday.”

We understand that assigning tasks and training our students to do jobs often reserved for college-level interns may seem daunting at first, but we know our students will rise to the occasion.

**Students want meaningful work.** They want to feel they are playing a constructive role in the success of your company. If you find yourself with no task left for the students, the following pages of this handbook will include ideas from other companies in your same predicament.

Remember that an important part of assigning work to students is **explaining the “why” behind what you have assigned** - knowing how their tasks fit into the larger company goals allows the students to take ownership and pride in their work, leading to a more successful work experience.

The following sections are organized by department and include both short-term (one-time or occasional tasks) and long-term (ongoing, recurring tasks) activities that students have taken on.





# ACCOUNTING AND FINANCE

## DATA ENTRY AND FINANCIAL REPORTING

### **Short-Term Tasks**

- Updating client summary lead sheets for financial automated control testing reports
- Organizing deposit and withdrawal slips; filing bank statement receipts
- Making trial verification deposit balances in client accounts to confirm bank accounts
- Separating and posting checks into the CRM database
- Migrating data to new databases, creating Excel sheets detailing bank statements, and reviewing customer statement accounts

### **Long-Term Tasks**

- Reviewing bank statements and credit reports
- Updating client identification numbers for tax returns
- Creating and updating tax refund spreadsheets
- Digitalizing tax binders
- Updating tax management portfolios

## COMPLIANCE AND RECORD KEEPING

### **Short-Term Tasks**

- Distributing and mailing W-9 Taxpayer Identification Number and Certification Forms
- Scanning and indexing transactions and exit tickets
- Conducting research on industry and competitive trends
- Verifying loan numbers
- Activating and deactivating customer accounts
- Separating active from dormant and inactive accounts
- Collecting historical data for compliance records

### **Long-Term Tasks**

- Generating CRD (Central Registration Depository) reports
- Reviewing certificate renewals

## ADMINISTRATIVE SUPPORT

### **Short-Term Tasks**

- Copying documents and materials for board meetings, setting up conference rooms
- Assisting with administrative duties in Accounts Payable & Receivables

### **Long-Term Tasks**

- Running and preparing internal reports
- Preparing a limited practice list in Excel

# CUSTOMER SERVICE

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## COMMUNICATION & CLIENT SUPPORT

### ***Short-Term Tasks***

- Answering phones and covering receptionist duties
- Creating letter templates for correspondence to clients
- Sending emails to underwriters for missing documents
- Proofreading and mailing enrollment letters to employees and clients
- Creating announcement slides for TV monitors

### ***Long-Term Tasks***

- Identifying and assessing customers' needs to achieve satisfaction
- Keeping records of customer interactions, processing accounts, and filing documents
- Documenting, organizing, and updating customer account information and payments

## ADMINISTRATIVE & OFFICE SUPPORT

### ***Short-Term Tasks***

- Sorting, distributing, stamping, sealing, filing, and delivering mail
- Organizing and shipping company-required documents
- Preparing gift bags and giveaway baskets for corporate events
- Maintaining facilities, lighting, conference rooms, and supplies

### ***Long-Term Tasks***

- Alphabetizing and organizing personnel files
- Processing insurance verification claims
- Sorting and categorizing Certificates of Insurance
- Preparing files for new applicants, prospects, and lead accounts

## DATA ENTRY & DOCUMENTATION

### ***Short-Term Tasks***

- Scanning and laminating important documents for retention
- Transferring information from client business cards to an electronic format
- Producing receipts for checks and ledgers for account balances

### ***Long-Term Tasks***

- Uploading scanned invoices and documents onto CRM
- Creating Excel spreadsheets to monitor and track initiatives
- Documenting incident reports in Excel
- Scanning documents and reporting credits, withdrawals, and declined transactions

# HUMAN RESOURCES

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## ADMINISTRATIVE AND EVENT SUPPORT

### ***Short-Term Tasks***

- Maintaining schedules for shared meeting spaces and preparing rooms for meetings
- Assisting with event planning and booking reservations
- Setting up event spaces
- Creating and preparing folders and merchandise for network events
- Making phone calls to new hires for orientation and registration
- Scheduling calendar events
- Preparing staffing materials
- Preparing and sending greeting cards to employees and customers

### ***Long-Term Tasks***

- Assisting with office CPR demonstrations and safety training
- Tracking auto mileage usage for employees
- Processing and mailing checks for tuition and travel grants

## RECRUITMENT AND ONBOARDING SUPPORT

### ***Short-Term Tasks***

- Researching potential candidates on LinkedIn
- Sourcing resumes
- Scanning and organizing recruitment documents
- Creating packets and materials for new employee hires
- Tabbing, organizing, and archiving files
- Making, sorting, and distributing personnel keys

### ***Long-Term Tasks***

- Conducting beneficiary and worker compensation audits
- Creating incident report files
- Collecting, documenting, and analyzing pay rates and compensation across given employment fields
- Filing and tracking United States Citizenship and Immigration verification documents
- Entering employee names into E-Verify
- Updating and formatting lists of new hires and terminated employees in Excel

# HUMAN RESOURCES CONTINUED

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## EMPLOYEE RECORDS AND COMPLIANCE

### ***Short-Term Tasks***

- Properly disposing of terminated employee information
- Shredding sensitive and/or outdated documents and materials
- Filing W-4s, direct deposit forms
- Faxing supply orders
- Entering, filing, and updating invoices in CRM

### ***Long-Term Tasks***

- Verifying and preparing Paid Time Off tracking (PTO) spreadsheets in Excel
- Transcribing exit interviews for employees

# INFORMATION TECHNOLOGY

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## TECHNICAL SUPPORT AND SETUP

### ***Short-Term Tasks***

- Activating security badges and security lists
- Receiving equipment orders, unboxing, and distributing monitors and equipment
- Setting up computers and troubleshooting for employees
- Preparing and setting up computers for new hires
- Assisting employees with technical problems, providing technical laptop and monitor support
- Wiping laptops, hard drives, iPhones, and computer monitors
- Fixing faulty equipment (e.g., fax machines)

### ***Long-Term Tasks***

- Verifying proper function and optimal utilization of software
- Conducting inventory
- Cleaning and storing equipment in empty workspaces with IT
- Performing discovery work using service mapping

## PROGRAMMING AND DATABASE MANAGEMENT

### ***Short-Term Tasks***

- Coding programs with the use of Python and Raspberry Pi
- Completing year-end update testing on CRM
- Completing database projects
- Fixing database errors

### ***Long-Term Tasks***

- Updating the summary lead sheet for automated control testing
- Updating and uploading corporate websites and social media accounts

## EQUIPMENT AND SECURITY MANAGEMENT

### ***Short-Term Tasks***

- Ordering equipment and disposing of outdated equipment
- Filing out condition reports for equipment
- Entering serial numbers from devices into an Excel spreadsheet
- Updating firmware on security switches

# LAW

## ADMINISTRATIVE SUPPORT

### **Short-Term Tasks**

- *Copying, sorting, and scanning documents*
- *Filing documents, interviews, reports, deposits, and invoices*
- *Hand-delivering motions and correspondence*
- *Delivering files to different departments*
- *Converting paper files into electronic files*

### **Long-Term Tasks**

- Updating expert databases in Excel
- Assisting with the preparation of the Diversity and Inclusion newsletter
- Updating the client's guideline memos

## DOCUMENT MANAGEMENT

### **Short-Term Tasks**

- Reviewing dockets for updating and filing
- Sorting and organizing evidence for the preparation of court summaries
- Filing depositions and bench warrant files
- Retrieving and preparing files for trial; labeling exhibits
- Verifying the status of patent applications
- Redacting privileged data/documents

### **Long-Term Tasks**

- Preparing prospective clients' case files
- Creating invoice tracking sheets in Excel
- Preparing trial books for the case
- Preparing case reviews for discovery packets

## GENERAL LEGAL SUPPORT

### **Short-Term Tasks**

- Attending the discovery meeting and preparing evidence lists
- Preparing synopses for summary reports and verifying accuracy
- Confirming and noting Court Orders
- Working on and presenting mock trial cases

## MARKETING AND COMMUNICATIONS SUPPORT

### **Long-Term Task**

- Creating social media posts and graphics for firm advertisements



# MARKETING

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## EVENT AND PRESENTATION SUPPORT

### **Short-Term Tasks**

- *Making name tags and tent cards for meetings, events, and receptions*
- *Creating PowerPoint presentations*
- *Drafting summaries for upcoming events*
- *Creating informative presentations for employee travel*
- *Preparing customer mailings and brochures*

### **Long-Term Tasks**

- Preparing plans in Strata View to plan commercials and advertisements
- Researching proposals and press releases

## CONTENT CREATION AND SOCIAL MEDIA

### **Short-Term Tasks**

- Ideating and creating blogs and social media posts
- Scheduling and preparing monthly social media posts
- Creating content for presentations

### **Long-Term Tasks**

- Creating and posting blogs and social media posts
- Preparing customer mailings and brochures

## ADMINISTRATIVE AND REPORTING

### **Short-Term Tasks**

- Tracking backorders, approvals, and denials in the Global Strategic Marketing Department
- Entering indicators and data into CRM
- Updating sponsors on marketing data

### **Long-Term Tasks**

- Preparing deliverable reports for managers
- Assisting with the promotion of charity and sponsored events
- Assisting team members with general marketing objectives and projects

# SUPPLY CHAIN OPERATIONS

## ORDER AND INVENTORY MANAGEMENT

### ***Short-Term Tasks***

- Verifying and sending purchase orders to suppliers
- Scanning and preparing memos and invoices; filing in online databases
- Creating, updating, and processing invoices
- Renaming project management sheets

### ***Long-Term Tasks***

- Preparing and reviewing spreadsheets for supply chain distribution
- Assisting with logistical imports and exports

## LOGISTICS AND TRACKING

### ***Short-Term Tasks***

- Tracing and tracking pickups and deliveries for customers
- Creating route maps
- Activating and deactivating meters for future placements
- Organizing and filing service notices

### ***Long-Term Tasks***

- Assisting engineers with building inspections

## DATA AND REPORTING

### ***Short-Term Tasks***

- Filing weight and measure violations
- Extracting data to determine the cause of product malfunctions and outages
- Transferring basic reclosure data into Excel

### ***Long-Term Tasks***

- Assisting engineers with building inspections, utilizing asset suite to find the job type and priority of work orders
- Completing hazmat classification reports

## CUSTOMER FEEDBACK AND COMMUNICATION

### ***Short-Term Tasks***

- Processing customer feedback

### ***Long-Term Tasks***

- Updating new information in calendars

# SALES

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## CUSTOMER SERVICE AND COMMUNICATION

### ***Short-Term Tasks***

- Providing customer service in person and/or over the phone
- Covering receptionist duties and greeting customers/clients
- Preparing letters and composing emails to current and prospective clients
- Sorting, distributing, stamping, sealing, and filing mail
- Preparing and editing letters for client mailings
- Creating and maintaining client correspondence lists
- Researching competitor markets
- Preparing PowerPoint presentations for community events

### ***Long-Term Tasks***

- Contacting prospective tenants through LinkedIn
- Shadowing and assisting with property tours and inspections
- Contacting vendors for status updates on merchandise

## SALES SUPPORT AND DATA MANAGEMENT

### ***Short-Term Tasks***

- Collecting sales checks and inputting information into Excel
- Preparing charts and graphical representations in Excel
- Filing billing information and tracking inventory through CRM
- Processing and inputting data and orders into Salesforce
- Receiving, sorting, and distributing sweepstakes entries
- Creating new customer/client information packets
- Editing and converting PDF documents; filing contract certifications

### ***Long-Term Tasks***

- Stocking and re-stocking, scanning, sorting, roll stock tracking, verifying, and conducting inventory of merchandise

## OPERATIONS AND ADMINISTRATIVE SUPPORT

### ***Short-Term Tasks***

- Assembling and organizing merchandise displays
- Scanning, processing, alphabetizing, managing, and mailing invoices
- Completing purchase orders

# SALES CONTINUED

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- Loading USB drives with store information
- Filing work orders in numerical and alphabetical order
- Filing contract certifications

## ***Long-Term Tasks***

- Filing billing information and tracking inventory through CRM

# EDUCATION

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## COMMUNICATIONS AND ADMINISTRATIVE SUPPORT

### **Short-Term Tasks**

- Preparing letters and composing emails to parents and alumni
- Sorting, distributing, stamping, sealing, and filing mail
- Delivering flyers and information packets; creating reference resources
- Community outreach for enrollment purposes
- Making calls to alumni for contributions and check-in
- Tidying, cleaning, and replenishing classrooms with supplies

### **Long-Term Tasks**

- Updating and managing academic and supervisor calendars
- Preparing Excel documents with student information

## STUDENT SUPPORT AND MENTORSHIP

### **Short-Term Tasks**

- Engaging with, mentoring, and providing 1 on 1 tutoring with students
- Creating student schedules for the upcoming school year
- Grading test, homework, and marking attendance
- Assisting with lunch period supervision

### **Long-Term Tasks**

- Preparing students for standardized testing
- Assisting with lesson planning, proctoring exams, and program management

## EVENT PLANNING AND SOCIAL MEDIA

### **Short-Term Tasks**

- Designing and creating posters for Diversity and Inclusion events
- Managing social media campaigns and creating posters and templates for events
- Creating writing submissions and blogs

### **Long-Term Tasks**

- Creating engaging student events for special occasions and holidays
- Researching topics related to social work, faculty, and students

## RECORD KEEPING AND REPORTING

### **Short-Term Tasks**

- Creating lists of student award nominees
- Managing report cards, organizing homework, and filing graded assignments
- Assisting with school retail shop

# HOSPITALS, PATIENT CARE, AND LABORATORIES

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## PATIENT CARE SUPPORT

### **Short-Term Tasks**

- Checking-in patients and filing admittance records
- Assisting with patient status checks and discharging patients
- Transporting patients to appointments
- Calling patients to confirm appointments
- Assisting with patient physical therapy
- Participating and preparing activities for patients, such as bingo, arts and crafts, and trivia games

### **Long-Term Tasks**

- Assisting with the preparation of living wills and power of attorney
- Completing patient assessments

## ADMINISTRATIVE AND DATA MANAGEMENT

### **Short-Term Tasks**

- Organizing benefits folders and patient data for hospital staff into Excel
- Scanning documents and invoices
- Entering patient refund data into CRM
- Filing acknowledgement of paternity documents
- Reviewing drug information for patients
- Creating orientation packets for incoming residents; helping set up curriculum for residents and staff

### **Long-Term Tasks**

- Researching medical conditions for residents and physicians

## MEDICAL EQUIPMENT AND LAB SUPPORT

### **Short-Term Tasks**

- Assisting physicians, nurses, and technicians in the retrieval of tools and equipment
- Labeling and cleaning incubators, surgical instruments, and equipment
- Organizing lab specimens; delivering laboratory specimens to technicians

### **Long-Term Tasks**

- Assisting with opioid compliance requirements and vaccinations



# HOSPITALS, PATIENT CARE, AND LABORATORIES CONTINUED

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## **PATIENT AND STAFF COMMUNICATIONS**

### ***Short-Term Tasks***

- Making informative posters and flyers for hospital initiatives

### ***Long-Term Tasks***

- Preparing PowerPoint presentations

# MUSEUMS

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## VISITOR AND PATRON ENGAGEMENT

### ***Short-Term Tasks***

- Greeting and checking-in patrons and visitors
- Assisting with educative, donor, and visitor tours
- Registering visitors, taking attendance for school groups, and distributing wristbands for events
- Reinforcing and assisting with crowd volume control

### ***Long-Term Tasks***

- Interactively leading, educating, and guiding attendees through exhibits

## EXHIBIT AND ANIMAL CARE

### ***Short-Term Tasks***

- Cleaning food and changing water in exhibits
- Upkeeping exhibits

### ***Long-Term Tasks***

- Assisting with the preparation of exhibits

## EDUCATIONAL AND INFORMATIONAL SUPPORT

### ***Short-Term Tasks***

- Preparing and distributing informative brochures and learning materials
- Organizing “take your child to work” day activities

### ***Long-Term Tasks***

- Creating educational materials and resources for visitors

## ADMINISTRATIVE AND FINANCIAL SUPPORT

### ***Short-Term Tasks***

- Managing invoicing and billing
- Labeling phone extensions

### ***Long-Term Tasks***

- Assisting with financial documentation and reporting

# JOB DESCRIPTION SAMPLES

## INVOICING CLERK

### Anticipated Tasks and Responsibilities

Please provide a brief description of tasks and responsibilities the student associate will be assigned in this role:

- Invoicing clerks receive and enter invoices into company database.
- Invoicing clerks ensure that the final invoice matches estimates given, input the descriptions, correct information
- Maintain currency per terms and discount options.
- Work error reports from previous days input
- Batch, scan and email processed invoices to
- Navigate vendor websites to pull invoices and statements.
- Email and Phone duties include answering vendor requests, queries and payment follow up

## STUDENT IT ASSOCIATE

### Anticipated Tasks and Responsibilities

Please provide a brief description of tasks and responsibilities the student associate will be assigned in this role:

- Organize and inventory computer equipment
- Transport PCs and devices between TEI and main campus (if driver's license)
- Initiate and maintain detailed tickets within the Help Desk ticketing system
- Troubleshoot classroom and conference rooms technology issues
- Assist in setting up new computers, networks, and software for users
- Installing operating systems and other computer software applications
- Supporting the maintenance of existing computers, including troubleshooting problems with hardware and software
- Provide first level of support for users
- Other related duties as assigned



CRISTO REY  
NEW YORK HIGH SCHOOL



**THANK YOU  
PARTNERS!**

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