

## **Why this handbook is important**

We are ROCS: Responsible Outgoing College Students. Companies trust us to find them the best students and recent graduates from area universities. We're pretty proud of that. And that is why we're pretty selective of who gets the ROCS stamp of approval. This handbook gives you critical information about your new job and tells you how we do things around here. We're pretty different than most other companies. We want you to know what we (ROCS) are responsible for, what you are responsible for, and who to talk to about what.

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# Welcome

## **WELCOME TO YOUR FIRST DAY AT ROCS**

Welcome to the ROCS team and congratulations on your new job. You'll soon be starting at a great company, so soak in the experience, make some new connections and most importantly, have a good time (or at least try). Be prepared to work hard and know that although we may not get the chance to say it enough, your efforts are greatly appreciated. Hopefully you'll leave knowing more than when you began, having added a great experience to your resume. This packet contains some information you want to keep around during your tenure at ROCS. Should you have any additional questions, don't hesitate to ask. Once again, congratulations and welcome to ROCS.

## **ROCS HERITAGE + PHILOSOPHY**

If you didn't know already, ROCS was created for the students who don't want to wait around until they graduate to begin their career, but want to go out and get a head start. In other words, ROCS is here for the students who understand the advantages of "learning outside of the books".

Since the first day ROCS opened, it has never been a place to simply find a job and some extra cash - ROCS is an experience. Using "real world" situations, ROCS will prepare you for the challenges that can't be taught with books.

A student who understands our vision, has a passion to succeed, and a strong work ethic will be well on their way to success.

## KEEP US IN THE LOOP

We're here to help you, so the more you keep us in the loop, the more we'll be able to help. If there's a potential problem, we need to know about it. If things are going great, we'd like to hear about that too.

If you're in doubt about whether to inform us of something, please do. If you have any ideas, friends who'd like to work with us, or questions/concerns about your work site, please let us know. No one will be upset if you keep us too informed, but we might miss out on an opportunity to help you if we are kept out of the loop.

## BE ON TIME

We want you to do great and show the employer all the amazing things you can do. What we sometimes see people fail at is the little things, like being on time. Which is too bad, because if you allow this to happen, you undo all the good. We need you to focus on being punctual from the start and do what is humanly possible to be on time. And if that fails, you need to alert everyone (Client Supervisor and ROCS Rep) as far in advance as possible. A client will understand if they're called ahead of time that you might be a few minutes late. They won't understand if they're notified five minutes before they're expecting you to be there.

## TELL US IF SOMETHING CHANGES

If your job responsibilities change, if your job is ending soon or if you get offered a permanent job, **let us know asap**. That way we can better prepare any way we can help.

## DON'T BE A "NO-CALL - NO-SHOW"

We know emergencies and illnesses cannot be scheduled outside work hours. **If you are unable to work or must arrive late, you must call us as soon as humanly possible**. If you do not call us, you will be considered a "no-call - no-show," which can cause you to lose your job.

## DON'T BURN BRIDGES

Sometimes we put people into jobs and they simply don't like it or it wasn't what they expected. It happens. The worst thing for you to do is quit without notice. It's disrespectful and it really makes us look bad. All we ask is that you give the courtesy of putting in a 2 week notice if you decide you would like to move on from your current position. It's the best way to avoid burning a bridge this early in your career, plus it gives an opportunity for us to find a replacement and start helping you look for a new job.

## ROCS IS YOUR EMPLOYER

You are a ROCS employee, but you will spend most of your time working at a particular job at a particular company, which we call “the client”. You will have a primary supervisor at the client company. You will be responsible to your supervisor for most of your day-to-day activities, but you **will not** be an employee of the client company. You will be responsible to ROCS for matters of ROCS policies, timesheets, benefits, job satisfaction, and getting paid.

## YOUR PAY/COMPENSATION

It is important that you maintain strict confidentiality regarding all compensation, salary or hourly pay rates. **We therefore ask that under no circumstances should you discuss your compensation or hourly pay rate with any other employee during the course of your assignment.**

Any and all questions regarding compensation or pay, including paychecks and the like should be directed to your **ROCS Rep first.**

**Do not discuss payment with the client;** all questions or concerns must be directed to ROCS. Failure to comply with this may result in termination.

## COMPUTER POLICY

Computer rules vary among companies, so be careful. Avoid AIM, Facebook, MySpace or any others. Having the boss walk by and seeing you taking a keg stand last night isn’t exactly a good career move (especially when you came in late with a “flat tire”). Once situated, simply ask us or your company what the computer policies are. Better safe than sorry.

## PHONE POLICY

Keep all personal calls to a minimum when you start at your new position. The same goes for text messaging. You don’t want to jeopardize your job over a text message about Grey’s Anatomy. And just because the VP of Marketing is always texting away at her desk doesn’t mean you have the same leeway as an intern or junior employee. Observe the culture in your office and make the best decision about conducting personal communication. If it’s that important to hear what’s going on Friday night, it’s best to handle the conversation during your break or head to the bathroom for quick text in private.

## **STUDENT REFERRAL BONUS**

Make easy money promoting our jobs to your friends or classmates. If you help us find a great fit for one of our open positions and they get hired for at least two weeks, you earn **\$100**. We're in the business of providing excellent people to great organizations - we're always looking for strong candidates.

## **COMPANY REFERRAL BONUS**

Help us find more opportunities for students and grads. Any referred company, that we end up working with, you get \$500 cash. So if your Aunt, Cousin, Dad or neighbor has some good connections, please make an introduction.

## **PRIORITY ON NEW JOBS**

After the completion of your assignment with our client, provided you did a great job of course, we'll be sure to keep you first in line for future openings. After all, you've already proven yourself with us and wowed one of our clients, so if we have a position open up that matches your interests and skills, we'll call you first. That's right, before a job description even goes up, before anyone else even applies, you've got first dibs.

## **REFERENCES PLEASE**

We're happy to tell your next prospective employer about how well you worked out with us! If necessary, we'll contact the client you worked for and highlight your strengths to give the best damn recommendation we can.

## **GOT AN IDEA**

Let us know! We love to hear new ideas from students and recent grads. It could be a unique design for an on-campus flyer, a suggestion on how to better reach candidates, or a project for a class assignment that you'd like to collaborate with us on. Who knows, if we really like it, we may let you implement and direct it. That sure looks good on a resume.

## **MAKE THAT RESUME SHINE**

All ROCS employees get to use our resume design services for free. This includes a quick critique and a custom-designed PDF copy of your resume.

## SUBMITTING TIMECARDS

Fax your completed timecard to **(703) 579-6679** on the last day of your work week.

If your timecard is sent in late, your hours might miss the upcoming payroll and will be added to the next scheduled payroll date. Failure to submit a timecard could result in you not being paid. If for some reason you have any issues getting your timecard in, give us a call and let us know.

**Remember:** You don't need to call us to confirm if your faxed timecard came through. We will reach out if time sheets or any info is missing.

## PAYROLL SCHEDULE

You'll get paid on a **bi-weekly basis**. The guide on the right gives you a breakdown of each pay period and the corresponding paycheck date.

## YOUR FIRST PAYCHECK

The amount of time it takes from your first day at work to your first paycheck varies based on when you started during the pay period. Keep in mind that it can take up to 3 weeks to receive your first check.

## GETTING YOUR PAYCHECK (2 OPTIONS)

### 1. Direct Deposit

This is our standard method of payment, offering the most convenient, reliable, safe and easiest access to your hard earned paycheck. We provide it at no charge, but simply ask for you to fill out our direct deposit form to allow us to deposit funds directly into your account. You will also be able to view your paycheck and tax info online (we'll email you instructions on how to setup your account.)

### 2. Mail

If you choose not to signup for direct deposit, your paycheck will be mailed out each **Payroll Friday**.

Keep in mind, after we drop your paycheck off at the post office, the check is no longer in our hands or our control. Although rare, there may come a time when your check arrives late to your residence. If you suspect your check may have fallen off the face of the Earth, (i.e. it still hasn't arrived by next Friday) give us a call and we'll process a new one.

## QUESTION OR CONCERN?

Just give us a call at (703) 579-6677, were here to help.

PAYROLL SCHEDULE		2012						
#	MONTH	M	T	W	R	F		
01	January	02	03	04	05	06		Payroll Friday
02		09	10	11	12	13		
03		16	17	18	19	20		
04		23	24	25	26	27		
05	February	30	31	01	02	03		
06		06	07	08	09	10		
07		13	14	15	16	17		
08		20	21	22	23	24		
09	March	27	28	29	01	02		
10		05	06	07	08	09		
11		12	13	14	15	16		
12		19	20	21	22	23		
13		26	27	28	29	30		
14	April	02	03	04	05	06		
15		09	10	11	12	13		
16		16	17	18	19	20		
17		23	24	25	26	27		
18	May	30	01	02	03	04		
19		07	08	09	10	11		
20		14	15	16	17	18		
21		21	22	23	24	25		
22	June	28	29	30	31	01		
23		04	05	06	07	08		
24		11	12	13	14	15		
25		18	19	20	21	22		
26		25	26	27	28	29		
27	July	02	03	04	05	06		
28		09	10	11	12	13		
29		16	17	18	19	20		
30		23	24	25	26	27		
31	August	30	31	01	02	03		
32		06	07	08	09	10		
33		13	14	15	16	17		
34		20	21	22	23	24		
35		27	28	29	30	31		
36	September	03	04	05	06	07		
37		10	11	12	13	14		
38		17	18	19	20	21		
39		24	25	26	27	28		
40	October	01	02	03	04	05		
41		08	09	10	11	12		
42		15	16	17	18	19		
43		22	23	24	25	26		
44	November	29	30	31	01	02		
45		05	06	07	08	09		
46		12	13	14	15	16		
47		19	20	21	22	23		
48		26	27	28	29	30		
49	December	03	04	05	06	07		
50		10	11	12	13	14		
51		17	18	19	20	21		
52		24	25	26	27	28		

**Red** = Payroll Dates and Box Color ( # or # ) corresponds to the weeks included in that payroll

## Quick Things You Need To Remember

### YOU MUST CONTACT ROCS IMMEDIATELY...

- If you are sick or can't make it to work
- When you think you might miss work
- If planning to take days off for vacation
- When anything changes in your position
- When you are unhappy with something
- If Client/Company wants to hire you directly
- If you have any issues submitting your timesheet
- If your address or contact info changes
- If your paycheck seems wrong or is missing
- If you have any questions regarding your pay
- When your job is coming to an end

### WE ASK THAT YOU DON'T

- Discuss your pay with coworkers or employer
- Discuss pay raises with your employer (go to us first)

### IF YOU HAVE A QUESTION OR NEED HELP

- Contact us

.....		
job title		
.....		
company		
.....		
report to	supervisor (if different)	
.....		
office location	suite #	
.....		
city	state	zip
.....		
start date	job length	schedule
.....		
pay rate	date of first payroll	dates covered
.....		
dress code		
.....		
notes:		



**PRINT THIS PACKET OUT FOR YOUR RECORDS**