

ROCS Employee Handbook

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.

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, you earn \$100 cash. We're in the business of providing excellent people to great organizations - we're always looking for strong candidates.

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 (looks much more professional than the standard Word doc).

SUBMITTING TIMESHEETS

Fax your completed timesheet to (703) 579-6679 every Friday or the last day of your work week.

If your timesheet 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 timesheet could result in you not being paid. If for some reason you have any issues getting your timesheet in, give us a call and let us know.

PAYROLL “LAG” + YOUR FIRST PAYCHECK

All ROCs' employees are paid on a biweekly “lag” basis. This means that you are paid for a two week pay period two weeks after the conclusion of that pay period. Therefore, it will take around four weeks from your first day at work to receive your first check. This first paycheck will NOT cover all four weeks of work. It will only include your pay for the first TWO weeks from your start date.

GETTING YOUR PAYCHECK (2 OPTIONS)

1. CHECK PICK-UP

If you don't want to wait for your check to arrive via snail mail, just come by our office in Fairfax on **Payroll Fridays** between the hours of 9 am – 6 pm and pick it up. There's no need to call us or give us advance notice, your check will be here waiting for you. **Payroll Fridays** are your only option to get your check from our office.

2. CHECK MAILED OUT

If you choose not to pick up your check from our office on **Payroll Friday**, it will be taken to the post office the very next day – Saturday.

After drop off at the post office, the check is no longer in our hands or our control. The USPS is typically consistent with delivery. Although rare, there may come a time when your check arrives late to your residence. If this happens, don't panic. Wait a few days after you normally expect to receive your check and in 99% of cases it will still show up in the mail, just a little late.

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 can void your old check and a cut you a new one.

We promise you that ROCs will always have your paychecks ready for pickup on payroll Fridays or at the post office on the Saturday after payroll. We cannot, however, guarantee speedy or consistent delivery by the United States Postal Service.

QUESTIONS?

Give us a call!

PAYROLL SCHEDULE							2010
#	MONTH	M	T	W	R	F	
01	January	28	29	30	31	01	
02		04	05	06	07	08	
03		11	12	13	14	15	
04		18	19	20	21	22	
05		25	26	27	28	29	
06	February	01	02	03	04	05	
07		08	09	10	11	12	
08		15	16	17	18	19	
09		22	23	24	25	26	
10	March	01	02	03	04	05	
11		08	09	10	11	12	
12		15	16	17	18	19	
13		22	23	24	25	26	
14	April	29	30	31	01	02	
15		05	06	07	08	09	
16		12	13	14	15	16	
17		19	20	21	22	23	
18		26	27	28	29	30	
19	May	03	04	05	06	07	
20		10	11	12	13	14	
21		17	18	19	20	21	
22		24	25	26	27	28	
23	June	31	01	02	03	04	
24		07	08	09	10	11	
25		14	15	16	17	18	
26		21	22	23	24	25	
27	July	28	29	30	01	02	
28		05	06	07	08	09	
29		12	13	14	15	16	
30		19	20	21	22	23	
31		26	27	28	29	30	
32	August	02	03	04	05	06	
33		09	10	11	12	13	
34		16	17	18	19	20	
35		23	24	25	26	27	
36	September	30	31	01	02	03	
37		06	07	08	09	10	
38		13	14	15	16	17	
39		20	21	22	23	24	
40	October	27	28	29	30	01	
41		04	05	06	07	08	
42		11	12	13	14	15	
43		18	19	20	21	22	
44		25	26	27	28	29	
45	November	01	02	03	04	05	
46		08	09	10	11	12	
47		15	16	17	18	19	
48		22	23	24	25	26	
49	December	29	30	01	02	03	
50		06	07	08	09	10	
51		13	14	15	16	17	
52		20	21	22	23	24	

Payroll Friday

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 co-workers 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
.....		
notes:		



PRINT THIS PACKET OUT FOR YOUR RECORDS