Helpline Expectations (Helpline Hint 7)
Overview of Helpline Office Administrative Procedures and Expectations

Preparing to Come to Shift
1. Sign up for shift on Better Impact.
2. Wear your Master Gardener name tag.
3. Arrive about 5 minutes before your shift starts to park and walk in.
4. Park in the front or back of the building
    * Always enter through the FRONT DOOR of the building
    * Do not park in the spots near the front of the building that are marked "Reserved for Mercer House Only."
5. Children and Pets are not permitted in the Office.
6. Dress code is casual but businesslike.
    * You are representing the State of New Jersey, Rutgers University, Cooperative Extension, Mercer County, Rutgers Master Gardeners, and yourself.
7. For comfort consider bringing: personal laptop, clothing layers, water/snack.

Expectations While Working a Shift
1. If you forgot your name tag, please use a temporary one from the front counter.
2. Introduce yourself to other MGs working the shift.
3. Introduce yourself to Extension Office Staff Dana Thompson and Joelle Ginter.
4. Place all personal belongings (water/snack/coat/purse/bags) in the small workroom where they are out of sight and are secure.
5. Personal phone calls must be kept to a minimum and taken outside the Office to minimize disruption to ongoing work in the Office.
6. No food or drink is allowed near the computers and keyboards.
7. One MG on shift must always be at the front counter or the computer in the main Office room.
8. Work collaboratively on client inquiries with the other MGs on the shift.
9. Clients are not permitted into the Helpline work area.
10. At the end of the shift clean up all papers, samples, and other detritus generated during the shift. Also let staff and other MGs know you are leaving. Close the door to the hallway on your way out.

Liability and Accountability
1. Remember, as a Master Gardener working on Helpline, you are representing Rutgers University and Cooperative Extension. Conduct yourself with the public and those in the Office with cordiality and respect.
2. A claimed Helpline shift is to be attended and completed in its entirety. If you cannot do so, please remove yourself from the sign-up and select a different date when you can meet this expectation. Note: If you need to cancel a shift with less than 7 days' notice, you must contact Justine (justine.gray@rutgers.edu) to be removed from the calendar.
3. Graduate MGs must complete 6 hours of Helpline annually. Interns must complete 30 hours of Helpline to graduate, 6 of which are mentored.