

Support Personnel / Team Member Action List

Before the Employee's First Day

Welcoming the new employee begins as soon as they accept the job!

Work Space

- Update your department's Org Chart with the new employee. If the college-wide [Organizational Chart](#) needs to be updated with a new manager, reach out to [the web team](#)
- If the employee is working onsite-flex or onsite, prepare a workstation with the following:
 - [Request any needed furniture](#) (i.e. desk, chair, shelves etc.)
 - [Arrange for computer installation](#)
 - [Arrange for phone installation](#)
 - Add the employee's computer [to the office printer](#) if applicable
 - Request the employee's Copier ID by submitting a [Copier ID request form](#)
 - Ensure the employee's [workspace is cleaned](#) and organized. Request any paint touch ups, if applicable
 - Ensure the new employee has [a garbage and recycling bin](#)
 - Order necessary office supplies or equipment
 - Affix the employee's nameplate to their work area
 - Update the office's seating chart with the new employee's workspace if applicable
 - Order a [welcome gift or other welcoming materials \(i.e. PCC swag\)](#)
 - Decorate the employee's workspace with welcoming decor ([click here to order welcome banners, signs, etc.](#))
 - Order [customized PCC business cards](#)
 - Verify the employee's work space and equipment is ready
 - [Request Access Control Badge](#) from Public Safety if applicable. If the employee is new to PCC, make sure to include a Passport style photo in .jpeg format.
 - If no access badge is needed, assist the employee in acquiring their [Employee ID Card](#) if they do not already have one. A photo ID is needed. Contact [Enrollment Services](#)
- [Request and pick up office or workstation keys](#) if applicable. The request must be submitted by administrative staff or managers. [Click here](#) for more information. **Note:** Keys must be picked up from one of the campus Public Safety Offices located at Cascade, Rock Creek, Southeast, and Sylvania.

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- Purchase a temporary parking pass for the employee's first day. You can purchase scratch-off permits from a PCC bookstore or by emailing [Parking and Transportation services](#) directly (These are valid only in general parking, not in staff parking). For large orders, contact Kevin Eden
- If the employee is working offsite, prepare their work equipment
 - [Order a PCC computer](#) and other necessary equipment. If the employee will need new equipment, work with your manager and itbuy@pcc.edu
 - Order necessary office supplies
 - Order a [welcome gift or other welcoming materials \(i.e. PCC swag\)](#)
 - Work with the manager to ensure the employee receives all their equipment and welcome gift

Work Schedule and Job Duties

- Meet with the Hiring Manager / Onboarding Lead and walk through the Support Personnel / Team Members' Action List
- Assemble a welcome packet and provide it to the Hiring Manager / Onboarding Lead. Make sure it includes:
 - The new employee's first day and week's schedule
 - [The Campus or Center map](#) where the employee will be working, or where the department is located
 - [The New Hire Checklist](#)
 - The area's updated Org Chart
 - The office's updated seating chart if applicable
 - A link to the department's website if applicable, or department's mission, core values and goals, and any FAQs
 - The employee's job description (locate this on the [HR website's Employment link](#) under Job Classifications and Descriptions and [Casual Employee Guidelines](#))
 - Where to locate the [contract or handbook](#) according to the new employee's classification if applicable
 - The [Performance Assessment Process](#) for the new employee's classification if applicable
 - The department's specific protocols on requesting vacation/sick time, team meetings, inter-team communication protocols, calendaring, equity and DEI protocols, and customer service expectations

Support Personnel / Team Member Action List

- The Team or Department Contact Sheet
- The [Payroll Calendar](#) per the new employee's pay schedule (monthly or bi-weekly)
- [Web Timesheet Instructions](#) per the employee's classification

First Day and Week

Technology Access and Related

**If possible, attend to these items prior to the employee's first day*

- *Provide the employee with their [G Number](#)
- *Assist the employee in acquiring their [Employee ID Card](#) if they do not already have one. A photo ID is needed
- Provide the employee with their PCC Username (PCC email address prior to '@pcc.edu')
- Assist the employee in [setting up their PCC account](#). For assistance, Contact IT Service Desk for assistance at 971-722-4400 or <mailto:servicesdesk@pcc.edu>
- Assist the employee with logging in to their PCC-issued computer (this can only be done after the employee has set up a PCC account). For assistance, call IT Service Desk at x4400
- Assist the employee in accessing MyPCC, Gmail and Google Calendar
 - Offer to assist the employee in setting up their email signature
 - Ensure the employee accepts any outstanding calendars and meeting invitations
- If the new employee's work modality is remote, please have them complete the [Remote Access Request and Confidentiality Agreement](#) on their first day
- Parking and transportation: Make sure the employee understands how to submit a request for a [parking permit](#) in MyPCC or [a Trimet pass](#), as this should be done as soon as possible
 - If the employee purchased a daily parking pass from a parking kiosk, assist the employee in getting it reimbursed
- Offer to assist the employee in setting up their voicemail. Provide IT's [link on physical phones](#) and [voicemail site on Spaces](#)
- Offer to assist the employee in [setting up PCC's Wifi](#) on their devices
- Provide the new employee with instructions on [setting up Interaction Client or Interaction Desktop](#) if applicable



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- Offer to walk through the applicable [payroll calendar](#) with the employee and verify they understand the payroll periods, timesheet submission due date, approval due date, and payday. Verify they received [instructions on how to submit their timesheet](#) in their welcome packet, and offer to assist them in submitting their timesheet when the time arrives
- Offer to walk through the [academic calendar](#) with the employee
- Review how to order office supplies

Work Space

- Share the [Ergonomics Spaces page](#) with the new employee. Encourage them to do an ergonomics self-assessment and/or submit a request form. Contact: [Risk Services](#)