

**EAST TENNESSEE STATE UNIVERSITY**  
DEPARTMENT OF CAMPUS RECREATION / DIVISION OF STUDENT LIFE AND ENROLLMENT

# **ETSU**

## **CAMPUS RECREATION**

THE DEPARTMENT OF CAMPUS RECREATION &  
THE WAYNE G. BASLER CENTER FOR  
PHYSICAL ACTIVITY

### **STUDENT STAFF / PART-TIME EMPLOYEE HANDBOOK**

CampusRec@etsu.edu  
423-439-7980  
[www.etsu.edu/rec](http://www.etsu.edu/rec)

*Revised March 2019*

## Introduction

Welcome to the Department of Campus Recreation. Holding a part-time job while in college can benefit the student by assuming responsibility, building self-esteem, developing work and people skills, generating income, and learning to contribute to the community. Studies have shown that an on-campus job aids students with academic achievement and retention. Student employment is a learning process involving skill acquisition that will have life-long benefit.

This handbook is intended to assist Student Staffs and part-time employees in the performance of their duties. The employee is responsible for all the handbook's outlined policies and procedures. The employee should also be familiar with the Campus Recreation Policies and Procedures Manual, which are designed to make the ETSU recreational experience more enjoyable and safe.

## Table of Contents

All Student Staffs and part-time employees are required to be familiar with the contents of the Campus Recreation Student Staff Handbook, as well as the Campus Recreation Policies and Procedures Manual.

Mission Statement	3		
Student Life and Enrollment & Campus Recreation Staff	3	Required Paperwork	15
		Pay Periods, Time Cards and Payroll	15
Expectations of Student and Part-time Employees	3	Duties and Responsibilities	
		Emergency and Security Procedures	16
Why Work in Campus Recreation?	4	Work Area Cleanliness	16
		General Etiquette & Policies	16
Code of Conduct	4	Attitude & Customer Service	16
		Dress Code	17
Position Descriptions		Eating	17
Graduate Assistants	5	Breaks	17
Facilities & Operations	5	Tobacco Products	17
Fitness & Wellness	5	Alcohol & Drug Policy	17
Sport Clubs & Intramurals	6	Visitors	17
Intramural Sports	6	Studying	17
Facilities and Marketing	7	Reading	17
Administration/Facilities		Cell Phones & electronics	17
Building Supervisor	8	Minors in the CPA	18
Casual Care	9	Radio Use	18
Equipment Desk Attendant	9	Telephone use and etiquette	19
Equipment Desk Specialist	9	Use of CPA Computers & Personal Laptops	19
Member Services Worker	9	Dealing with Difficult People	20
Member Services Specialist	10		
Aquatics		Work Schedules	
Lifeguards	11	Reporting for work	21
Swim Instructor	12	Leaving Work	21
Fitness		Substitutions	21
Group Fitness Instructor	12		
Personal Trainer	12	Summer Employment	21
Weight Room Attendant	13		
Intramurals Level I		Corrective Action, Evaluations and Grievances	21
Official	13		
Program Assistant	13	Conclusion	21
Intramural Level II	14		
Intramural Supervisor	14	Appendices	22
Outdoor Adventure		Student Staff Application	23
Team Building Instructor	14	Accident/ Incident/ Injury Report Form	25
Trip Leader	15		
Wall Staff	15		

## **Mission Statement**

The mission of the Campus Recreation Department at East Tennessee State University is to provide high quality recreational facilities, programs, and services for the entire campus community, to promote healthy and active lifestyles, and to create a marketable, meaningful work and leadership experience for all employees and Sports Club officers.

Programs are available in six areas: aquatics, fitness, intramurals, non-credit instruction, outdoor adventure and sports clubs. Facility times are set aside on a daily basis for self-directed recreational activities. Previous athletic experience or high level skills are not prerequisites for becoming involved in some type of physical activity or recreational sport. All programs are voluntary.

## **Campus Recreation Staff**

Kari Albarado – Director of Campus Recreation  
Adam Knobloch – Associate Director of Campus Recreation  
Dave Mueller – Assistant Director, Outdoor Adventure  
Ariel Seehorn – Coordinator, Outdoor Adventure  
Nani Hilbert – Coordinator, Fitness Programs  
Savanna Moeller – Coordinator, Operations and Aquatics  
Jessica Mould – Office Coordinator  
Graduate Assistant – Facilities & Operations  
Graduate Assistant – Operations & Aquatics  
Graduate Assistant – Business Operations  
Graduate Assistant – Sport Programs  
Graduate Assistant – Sport Programs

## **Expectations of Student and Part-time Staff**

The Department of Campus Recreation recognizes that our student staff are students first. We will not jeopardize your status as a student with unreasonable or unjustifiable job demands. However, by accepting employment with the department, employees are accepting a commitment for which they are responsible. As a staff member, your actions are representative of the Basler Center for Physical Activity, the Department of Campus Recreation, and East Tennessee State University. A positive attitude and professionalism towards all patrons and co-workers contributes greatly to the overall quality and success of the CPA and Campus Recreation. All student and part-time employees are expected to show up on-time, properly dressed and ready to work for each shift. Each staff member is expected to attend all required training sessions and/or meetings in the area(s) that they work, and must know and perform all responsibilities related to their job. Any job concerns or questions about policies and procedures shall be discussed with direct supervisors.

## **Why work in Campus Recreation?**

The benefits of working for the Campus Recreation Department include (but are not limited to):

1. Fun people, a great atmosphere, and a healthy environment
2. Development of work experience while in school
3. Flexible hours
4. Opportunities for working for the public and social interaction
5. Leadership experiences where responsibilities and communication skills are learned
6. Employment for students who desire to work and/or need an income
7. A great location – right on campus

## **Code of Conduct**

The vast majority of the work in the Department of Campus Recreation is done by students for students. The purpose of the CPA and the department's programs is to serve the university community, the most of which are students. Students pay fees that built the CPA and that operate the Department of Campus Recreation.

Holding a part-time job while going to college is just as much a part of the learning experience as attending classes. As a Campus Recreation staff member you are expected to conduct yourself in a professional manner. Professionalism includes competence, dependability, punctuality, and the ability to relate to and work with a wide range of people. A student and part-time staff member can develop all of these skills while working in the Campus Recreation department.

Student and part-time staff should be aware that they are responsible for the enjoyment, health, and safety of all patrons in the CPA and all participants in Campus Recreation programs. Recreation facilities and programs cannot operate without supervision. The Basler Challenge Course, Member Services, Casual Care and the Pool are areas that have constant staff supervision while open. All areas can operate more effectively and efficiently when staffed by competent student employees.

Dependability and punctuality are two recurring issues, and their solutions rest with the employees themselves. The professional staff can teach work skills; however, the Student Staff is expected to perform them. The professional staff and graduate assistants of the Department of Campus Recreation are committed to helping each individual student and part-time employee meet his/her fullest potential. There are standards that must be met and expectations that must be fulfilled, and if they cannot be some individuals may be better off working elsewhere.

1. Employees must work their assigned shifts. Persons failing to show up for a shift may be terminated. This includes mandatory staff meetings and training sessions. If a shift is missed, IT IS THE RESPONSIBILITY OF THE SCHEDULED STUDENT STAFF TO FIND A SUBSTITUTE (Group Fitness, Intramurals and Outdoor Adventure staff check with direct supervisors for substitution policies in those areas). Also, if unexpected events arise, which they will, the department expects to be notified before the assigned shift.
2. Excessive tardiness is unacceptable and may result in termination. Students who are running late are advised to call ahead. It is NOT easier to ask forgiveness than permission.
3. Student Staff represent the department even when they are participating in its programs. Student Staff who are ejected from intramural games for arguing will receive a written reprimand. Anyone ejected for fighting will be terminated immediately. The student work force is also expected to abide by all rules including, but not limited to, having proper identification for admittance into the CPA and racking weights while working out.
4. Student Staff shall not be in the building unauthorized after hours. Being granted card access is not synonymous with being granted building privileges that are any different than the student population in general.
5. The department's student and part-time employees are expected to conduct themselves in a professional, customer-focused manner at all times. This includes times of crisis and when dealing with "problem" patrons. If employees conduct themselves in such a manner, they will have the unwavering support of the professional staff. Instances when employees lower themselves to the level of the "problem patrons" will be dealt with on a case-by-case basis and may result in termination.

## **Position Descriptions**

There are a number of different positions at the CPA and in the department of Campus Recreation. Employees are encouraged to “cross-train” and be able to work in more than one area, especially if the employee desires more hours than the one area can provide. Employees may be required to perform additional tasks as assigned by their supervisor, an Assistant Director or Director of Campus Recreation.

### *Graduate Assistants*

**Requirements of all Campus Recreation Graduate Assistants** – in addition to working in their specific program areas, all Campus Recreation GA’s (excluding the Athletic Trainer for Sport Clubs) are responsible for building/facility supervision in the form of rotating Building Supervisor shifts during the weekend, and are required to attend weekly operations meetings and all Building Supervisor training sessions/meetings. Minimum work requirement: 20 hours/week.

**Additional Duties and Responsibilities:**

- Basic knowledge of all CPA areas and can assist where needed in the event of an emergency
- Knowledgeable of building policies & procedures and emergency policies; stay current on issues/changes in operations
- Serve as Building Supervisor/GA On-Duty during weekends and occasional weekdays and special events.
- Hold current AED/CPR & First Aid certifications or be able to obtain certifications within first month of employment

**Facility/Operations GA:** Plays a vital role in assisting with the oversight of the Basler Center for Physical Activity (CPA) and its Member Services staff. They will also assist with the Aquatics, Non-Credit, and Outdoor Adventure programs within the Department of Campus Recreation. The position will focus on working with the Assistant Director of Facilities & Aquatics to train and develop Member Service staff. They will also play an integral role ensuring that Aquatic, Non-Credit & Outdoor Adventure program registration, equipment rental, and tracking/reporting are done properly. The GA will work with both Assistant Directors (of Aquatics/Facility Operations and Outdoor Adventure) to help implement an effective system for program registrations and a reporting process, along with tracking all equipment rentals. Minimum work requirement: 20 hours/week throughout the academic school year. In addition, Campus Recreation GAs serve as building supervisors on a limited basis during the week and on a rotating basis on weekends (see below for additional details).

**Duties and Responsibilities:**

- Assist with hiring, scheduling, training, evaluating, and day to day operations of the CPA Staff.
- Oversee Aquatic, Non-Credit, & Outdoor Adventure registration and reporting.
- Responsible for first aid supplies, aquatic rescue equipment and monthly safety checks.
- Will oversee Red Bandana Drills and track training of RBD’s
- Responsible for tracking & inventory of Outdoor Adventure gear rentals and free daily Buc bike rentals.
- Responsible for upkeep of equipment rentals in ActiveNet software. This includes but is not limited to the following:
  - Rental reports, confirmation letters, on-line waiver completion, overdue notices on equipment, and financial statements for overdue equipment.
- Other duties as assigned by the Director or Assistant Directors of Campus Recreation
- Assist with training Member Services staff.
- Assist with daily operations of Member Services
- Successfully complete all mandatory department and institutional trainings.

**Fitness & Wellness** – Under the supervision of the Fitness Coordinator, the Fitness & Wellness Graduate Assistant will assist with the comprehensive planning and coordination of all aspects of the Group Fitness program. The Fitness & Wellness GA will also oversee the comprehensive planning and coordination of all aspects of the Personal Training program, as well as work within the ETSU community to promote wellness and healthy living. This will include the supervision of up to 20 student and part-time Personal Trainers. In addition to the specific responsibilities and requirements below, all Campus Recreation Graduate Assistants are required to work weekend facility hours as Building Supervisors on a rotating basis, as well as attend weekly staff operations meetings and monthly Building Supervisor meetings. Minimum work requirement: 20 hours per week.

**Duties and Responsibilities:**

- Assist with the recruitment, hiring, training, supervision and evaluation of Group Fitness instructors.
- Assist in creation and implementation of schedules for all Group Fitness classes and staffing of the classes.
- Maintain the cleanliness and organization of all the Group Fitness areas/rooms.
- Will work closely with the Fitness Coordinator and Wellness Graduate Assistant to set up and execute all program giveaways and events associated with ACIS.

- Coordinate and oversee the paperwork (keeping up with spreadsheets, filing, tracking participation counts, etc.) with regards to the Group Fitness program.
- Assist in development of promotional materials for recruiting and promotion of fitness programs.
- Assist the Fitness Coordinator in scheduling and hosting continuing education opportunities and Non-Credit Instruction classes (i.e. fitness certifications and workshops).
- Assist with the recruitment, hiring, training, supervision and evaluation of the Personal Training staff and training of the Weight and Cardio Room staff.
- Assist in development of promotional materials for recruiting and promotion of the Personal Training and Group Fitness programs.
- Assist the Fitness Coordinator in scheduling and hosting continuing education opportunities and Non-Credit Instruction classes (i.e. fitness certifications and workshops).
- Assist in the regular evaluation of all personal trainers and determine their effectiveness and degree of safety within their style of training.
- Serves as the Department's ACIS representative and will be in charge of planning and executing all ACIS events, giveaways and necessary paperwork and correspondence.
- Will actively work with other departments on campus (i.e. Residence Halls, Student Government Association, Wellness Committee, etc.) to hold various seminars, lectures and informational sessions to the campus community. Will be expected to plan, organize and conduct at least one ETSU community session per month.
- Represent Campus Recreation at campus events.
- Other duties as assigned by the Fitness Coordinator or Director of Campus Recreation.

**Facilities & Marketing** – The Facilities/Marketing graduate assistant plays an integral role overseeing the facilities of Campus Recreation and in helping market the programs offered by Campus Recreation. This position will focus on day to day operations, along with coordinating and organizing marketing for events and programs offered by Campus Recreation. The Facilities/Marketing GA is responsible for monitoring the facilities and any issues that arise, assist with scheduling reservations, and working with the Assistant Director of Facility Operations & Aquatics to help create a sustainable marketing program and schedule. Minimum work requirement: 20 hours/week throughout the academic school year.

Duties and Responsibilities:

- Assist with coverage of Building Supervisor shifts and following up on issues reported on the Building Supervisor daily reports.
- Work with Assistant Director of Facility Operations & Aquatics and Executive Aide to keep track of work orders and report any issues that are seen in the facility.
- Responsible for weekly walk-through of the facility to check for any issues or broken equipment.
- Assist Assistant Director of Facility Operations & Aquatics with facility reservations and schedule.
- Will oversee the marketing of the following programs – Aquatics & Non-Credit Classes and will work with Assistant Director of Facility Operations & Aquatics to create a long term marketing plan for Campus Recreation.
- Oversee use of social media to promote and market various events and programs.
- Will track and report on marketing of Campus Recreation events and programs
- Will assist Assistant Director of Facility Operations & Aquatics with agendas for various staff meetings.
- Will work with Assistant Director of Facility Operations & Aquatics on programming and tracking participation of events and programs
- Will work with Member Services & Equipment Desk staff on training for ActiveNet POS software program.
- Oversee the master training schedule of Campus Recreation staff.
- Responsibilities include regular office hours and occasional night and weekend hours to assist with Building Supervisor shifts and Campus Recreation events
- Perform other duties as assigned by the Assistant Director of Facility Operations & Aquatics or Director of Campus Recreation.

**Intramurals and Sport Clubs (2)** – the Intramural and Sport Club GA's play an integral role with both the Intramural and Sport Club programs, reporting to the Assistant Director for Intramural Sports, Sport Clubs & Outdoor Recreational Facilities. The IM/SC GAs' primary focus is oversight of day-to-day intramural and sport club operations, performing administrative functions, and assisting with staff training and development, special projects including marketing of programs, and monitoring of sport club activities.

Duties and Responsibilities:

**Intramural Program**

- Assist the Assistant Director with the management of a comprehensive intramural sports program
- Assist with officials' clinics, training, and evaluation for major sports including flag football, volleyball, soccer, basketball and softball
- Perform administrative functions for the intramural program. Examples include planning, scheduling, performing assessments and evaluations, holding disciplinary meetings with participants, etc.
- Assist in league and tournament scheduling and management; take the lead in planning and managing special leagues and tournaments including kickball, dodgeball, inner tube water polo, wallyball and ultimate frisbee.

- Assist in recruiting, training and supervision of undergraduate student workers who perform as officials, supervisors and program assistants
- Provide leadership and assist in the training, development and evaluation of intramural officials, supervisors and program assistants.
- Assist with program evaluation, revision and implementation of all rules and policies
- Execute special events and other initiatives with the intramural program
- Take lead role in marketing and promotional activities

#### **Sport Club Program**

- Each GA will be assigned specific clubs that they will be responsible for.
- Assist the Assistant Director with supervising the operations of assigned clubs in the program; maintain master schedule of activities for program
- Assist in overseeing weekly sport club activities which include sport club promotion/marketing and home event coverage
- Assist clubs with the completion of necessary travel paperwork
- Assist in reviewing of Sport Club Handbook to maintain awareness of current issues and work with the Assistant Director to update handbooks as needed
- Enhance developmental aspect of the Sport Clubs Program by coordinating and conducting training programs, and by increasing Sport Club awareness and involvement on campus and in the local community
- Assist in training of all Sport Club officers to ensure all policies are upheld
- Assist in advising clubs and club officers on all aspects of club administration emphasizing management, leadership, and communication
- Enforce facility and Campus Recreation policies consistently to all Sport Club officers and members
- Perform other duties as assigned by the Assistant Director for IMs, SCs and ORFs
- Work a minimum of 20 hours per week. Work schedule will include regular office hours and weekend/night hours as required by program demands

#### **Requirements:**

- Experience working with a recreational sports organization is required
- Experience in a campus recreation program as an undergraduate intramural or sport club staff member is highly desirable
- Officiating experience at the intramural or recreational level is highly desirable; experience at the high school level or higher is preferred
- Experience with training of intramural officials is preferred
- Experience with marketing on a college campus is desired
- CPR/AED/First Aid Certification (American Red Cross) is required within the first 30 days of employment.

**Athletic Trainer for Sport Clubs** – the Athletic Trainer for Sport Clubs provides coverage for home competitions and practices for sport clubs recognized by and active with Campus Recreation. The Athletic Trainer also provides administrative support with the program by maintaining participant participation forms. The Athletic Trainer reports to the Assistant Director for Sport Clubs, but is also overseen by ETSU's professional Athletic Trainers.

#### **Duties and Responsibilities:**

- Provide athletic training services to members of active Campus Recreation Sport Clubs.
- Maintain records of injuries, assessments, and treatments.
- Collect participant paperwork, including participant waivers, medical information forms, etc.
- Provide home competition coverage and periodic practice coverage (on pre-determined basis) for clubs, and ensure that all participants have completed their required forms prior to participation.
- Be available to treat injured sport club members in an office or clinic setting; It is not the role of the Athletic Trainer to provide rehabilitation or physical therapy services, rather the Athletic Trainer is responsible for assessing and providing initial treatment for injuries.
- Conduct American Red Cross First Aid and CPR certification classes for sport club officers and Campus Recreation staff.
- Attend sport club officer workshops and meetings.
- Attend weekly Campus Recreation staff meetings and semi-annual student worker staff workshops.
- Perform other duties as assigned by the Assistant Director for Sport Clubs
- Work a minimum of 20 hours per week. Work schedule will include regular office hours and weekend/night hours as required by program demands

#### **Requirements:**

- Athletic Trainer Certification is required.
- Experience working with a recreational sports organization is preferred.
- Experience in a campus recreation program is preferred.
- CPR/AED/First Aid Certification (American Red Cross) is required and be able to obtain an instructor's certification within the first 30 days of employment.

## *Administration/Facilities*

### **Building Supervisor (\$8.25/hr)**

As a representative of ETSU's Department of Campus Recreation, the position of Building Supervisor is of the utmost importance. This position assists the Director of Campus Recreation and Assistant Director of Facility Operations & Aquatics with the supervision of the Basler Center for Physical Activity (CPA) and its activities during operating and non-operating hours. The impression made on our patrons not only reflects on you personally, but also on the facility and department as a whole. Always keep this in mind when performing your duties.

#### Minimum Requirements

- Minimum of one-year working with Campus Recreation and Junior-level or higher academic status.
- Proven responsibility and the ability to work independently; ability to resolve conflicts and participant complaints.
- Supervisors will be required to attend training sessions and meetings on a regular basis
- CPR/AED and First Aid Certified

#### Essential Functions

- Maintain a safe, enjoyable, and professional operation by having a thorough knowledge of and enforcing all CPA/Campus Recreation policies.
- Assist with the supervision of CPA/Campus Recreation employees, and know the job duties of all Student staff positions.
- Provide accurate information to facility users.
- Provide accurate Building Supervisor reports.
- Be knowledgeable of CPA's Emergency Action Plan and all Emergency and Security Procedures. Be able to put into action any part of such plans as situations warrant.

#### While on Duty

- Before you begin your shift, always check the tablet and bulletin board for any memos, notes, etc. that may pertain to the day's activities or your position in general.
- Retrieve the Building Supervisor tablet, and review the Building Supervisor's Report from today. An employee schedule should always remain open the tablet and W2W will be listed as a favorite on the Internet. **The tablet and first aid is to be in your possession at all times so that if an emergency arises, you will be prepared.**
- Know who is working. On your Building Supervisor Report, write the names of all of the employees on your shift and the times that they "clocked" in; make sure they are in their work areas during their entire shift and fulfilling their duties and responsibilities. Make sure they all know that you are the Building Supervisor for that shift.
- Assist the Access staff with the enforcement of our ID/guest pass policies. Be ready to resolve any difficulties with tact and diplomacy, but be firm. Be ready to contact the Public Safety should there be a disturbance.
  - If there is not an Access Control staff member at the entrance, you must work at Access until or move a staff member over from the Membership desk, if there are two working in that area.
- **Constantly circulate throughout the building and outdoor facilities – Be visible.**
  - Do not remain in any one area for an extended period of time (i.e. Equipment Room, Member Services, Weight Room, Pool).
- Enforce all Campus Recreation/CPA policies as written in the "Policies and Procedures Manual"
  - Generally, the employees in the pool, weight room and equipment room are responsible for their respective areas and the special rules that govern them. Assist them with enforcing those rules as needed.
- Report all accidents, incidents, and equipment problems on the appropriate forms completely, accurately, and neatly.
- Give fellow employees breaks when it is convenient for you. Employees are allowed 15 minutes (on the clock) for a four-hour shift. If they take anymore than that please document it in your Building Supervisor Report.
- Because of the nature of your job and its responsibilities, homework and reading are generally not allowed.
- You have been entrusted with back door access and access to keys to the facility, which must remain in the CPA at all times. Under no circumstances should you ever give the keys to other people, or enter the building while it is closed for any purpose other than scheduled Building Supervisor shifts. Any miss use of the facility keys or back door access will be grounds for dismissal.

#### Opening Duties

- Arrive for shifts 15 minutes before the CPA opens to begin opening duties.
- Retrieve the Building Supervisor key ring from the Equipment Room and turn on lights, TVs and treadmills.
- Turn on computers at Access and Membership.
- Unlock all appropriate doors (all front entrance doors).
- Check for co-workers arriving.
- Note anything unusual on the rounds form (i.e. people in the building prior to opening, damaged equipment, trash, etc.).
- Make necessary adjustments in case of a shortage in personnel. Use the phone list to call for replacements.
- Grab tablet from Assistant Director's office.

#### Closing Duties

- Make closing announcements at 60, 30, and 15 minutes prior to closing time, and at closing time.
- Turn off lights, TVs, radio and treadmills.
  - a. TV's and radio can be turned off 15 minutes before close but no sooner.
- Turn off computers at Access and Membership.
- Make rounds in all the activity areas, locker rooms and bathrooms to be sure everyone has left the building.
- Lock all doors.

### **Casual Care Student Coordinator (\$7.75/hr.)**

#### **Position Requirements**

- A minimum 1 year work experience in the Casual Care center
- Basic knowledge of childcare and child development
- Ability to work well with a broad range of people and personalities
- Have good management and leadership skills
- Able to effectively communicate with children, parents, co-workers, student staff and direct supervisor
- Maintain CPR/AED and First Aid Certifications

#### **Position Responsibilities**

- Oversee the functioning of the Casual Care center and play area, maintaining a safe, clean environment and a child friendly atmosphere
- Assist with the interviewing, hiring, supervising and evaluating of Casual Care student staff
- Oversees the paperwork within the center
- Ensure proper signage is posted in the center
- Address any parent/child issues that may arise in a professional, diplomatic, and effective manner
- Assist with enforcing policies among Casual Care staff and patrons
- Work in Casual Care on a regular basis and fulfill all duties of a Casual Care staff member
- Know the Campus Recreation Emergency Action Plans in order to assist in the event of an emergency in the Casual Care center
- Cleaning and inventory tracking of toys and supplies
- Maintain basic supplies and toys within the center; make purchases to replace as needed
- Other duties as assigned pertaining to the Casual Care center

### **Casual Care (\$7.25/hr/\$7.75/hr)**

#### **Duties & Responsibilities:**

- Works well with children and has a desire to care for children
- Is enthusiastic and has a good work ethic
- Has good social skills and is able to get along well with people, particularly parents and children
- Controls emotions in stressful or challenging situations with children or parents
- Willing to do basic cleaning of toys and environment
- Can change a diaper and administer proper hygiene to the child
- Is willing to watch and play one on one with children
- Has basic knowledge of children and their needs
- Homework is typically not permitted unless no children are present and no chores need to be completed
- Is responsible in notifying management of schedule compliance problems and is diligent in helping to ensure back up when not able to meet work schedule
- Can check parents in and out and fill out information sheets
- Will ensure the child is fed and will ensure that all health needs are attended
- Willing to enforce Casual Care and CPA rules and regulations, and is prompt in reporting violations
- Makes the children's safety the top priority
- Background check required prior to commencing employment

### **Equipment Room Attendant (\$7.25/hr)**

#### **Duties & Responsibilities:**

- Responsible for equipment ID check-out and rental check-out procedures; also responsible for check-in procedures
- Responsible for locker key checkout procedures
- Know how to operate check in and check out using ActiveNet (need to get with Stan on AN procedures)
- Operate washing machine and dryer; fold laundry as it comes out of the dryer.
- Responsible for appropriately logging lost and found items and securing them according to the Lost and Found policy
- Check out rented bikes according to the Buc Bike Program's Procedures
- Knowledge of basic emergency action procedures. The Equipment Room is the location of the on-site AED. An AED is located underneath the desk and on the wall (DO NOT OPEN WALL BOX UNLESS EMERGENCY PRESENT)
- First aid kit located under the desk beside the towels (Should be fully stocked at all times with bandages, band aids, alcohol wipes, and sterile pads at all times)
- Knowledgeable of the CPA/Campus Recreation programs; assist patrons with questions and provide customer service
- No homework, cell phones or lap tops at the Member Services desk.

### **Equipment Desk Specialist (\$7.75/hr)**

As a key component to the customer service approach taken by the CPA, Equipment Desk Specialists are responsible for the following items:

- Training new and current Equipment Desk staff. (Items listed below)

- Inventory counts
- Assisting members/patrons with lost and found
- ED Specialists will be able to utilize Activenet and the Equipment borrow/lending operation
- Maintain and sanitize informal recreation equipment (Neckpads, Towels, Boxing Gloves etc)
- Clean and maintaining the Equipment room and Inventory

#### Knowledge / Skills Required

Specialists must be able to train and demonstrate to the Equipment Room Manager the following duties. This is to be done before any Specialists starts training another ED employee. The Specialists is to follow up with the Equipment Room Manager three times a week to go over a checklist from items below and to follow up on any issues or questions.

- ActiveNet:
  - Equipment Lending/Borrowing
  - Training new ED staff members
  - Equipment Rental
  - Outdoor Rental and Return
  - Rental Tracking
- Cleaning duties
- Filing duties
- Train how to answer phones calls and patron question
- Closing out Informal Rentals

#### Equipment Desk Duties

- Responsible for check-out and rental equipment
- Responsible for locker key checkout and check-in procedures
- Know how to operate check in and check out using ActiveNet (need to train with Stan on AN procedures)
- Operate washing machine and dryer; fold laundry as it comes out of the dryer.
- Responsible for appropriately logging lost and found items and securing them according to the Lost and Found policy
- Knowledge of basic emergency action procedures. The Equipment Room is the location of the on-site AED. An AED is located on the wall (DO NOT OPEN WALL BOX UNLESS EMERGENCY)
- First aid kit located under the desk beside the towels (Should be fully stocked at all times with bandages, band aids, alcohol wipes, and sterile pads at all times)
- Knowledgeable of the CPA/Campus Recreation programs; assist patrons with questions and provide customer service
- No homework, cell phones or lap tops at the Equipment desk.

#### **Member Services Staff (\$7.25/hr)**

As a key component to the customer service approach taken by the CPA, Member Services Workers are responsible for the monetary transactions of the CPA (gym memberships, equipment rentals, etc.) and assisting members/patrons with questions. The "General Information" phone line is located at the Member Services Desk. Workers should be able to exercise proper phone etiquette and be knowledgeable of Campus Recreation activities and frequently asked questions (i.e. building hours, group fitness schedules, membership prices, etc.). Member Services Workers are also responsible for the access control procedures of the CPA.

#### Knowledge / Skills Required

- Focus – Maintain a professional atmosphere and stay on the task at hand.
- Ethical – Respect everyone and treat them with respect.
- Courtesy – Respectful to patrons and willing to help answer questions about any access issues.
- Dependability – Be reliable to staff, members, and guests
- Punctuality – Be on time! All staff are expected to arrive 10 minutes before their shift starts.
- Team worker – Ability to work well with others and pitch in when needed
- Positive attitude – Greet everyone with a smile and be ready to work.
- Interpersonal Skills – Ability to communicate with other staff, members, and guests.
- Knowledgeable of the CPA/Campus Recreation programs; assist patrons with questions and provide customer service

#### Access Control Duties

- Greeting members – Greet each member as they enter and leave the building.
- Have a full knowledge and understanding of the CPA's Access Control and ID Card Policies
- Consistent enforcement of Access and ID Card Policies. Consistency is the most important element of policy enforcement. Workers should not pick and choose who they let "slide by"

#### Member Services Desk Duties

- General Computer Skills – Students should have experience with Microsoft Word and Excel.
- Responsible for operating a PC-based cash register system. The handling and operation of the cash register is extremely important as workers are responsible for the cash register during their shifts.
- Knowledge of administrative and clerical procedures in maintaining and selling memberships.
- Must have organizational, interpersonal, and office related skills; must have the ability to complete all duties with detail.
- Maintain and properly process rental forms for the Buc Bike Program.
- Operate ActiveNet
- No homework, cell phones or lap tops at the Member Services desk.

### **Member Services Specialist (\$7.75/hr)**

As a key component to the customer service approach taken by the CPA, Member Services Specialists are responsible for the following items:

- Training new and current MSD staff. (Items listed below)
- Monetary transactions
- Assisting members/patrons with questions.
- MS Specialists should be able to exercise proper phone etiquette and be knowledgeable of Campus Recreation activities and frequently asked questions (i.e. building hours, group fitness schedules, membership prices, etc.).
- MS Specialists are also responsible for the access control procedures of the CPA.

#### Knowledge / Skills Required

Specialists must be able to train and demonstrate to the Asst. Director, Equipment Room Mgr. and/or the Fac./Mkt GA the following transactions. This is to be done before any Specialist starts training another MSD. The Specialist is to follow up with the Fac./Mkt GA once a month to go over a checklist from items below and to follow up on any issues or questions.

- ActiveNet:
  - POS
    - Guest Pass (ID Bucs/Drop-in Guest)
    - IM Forfeit Fees
    - IM Gear
    - OA rental equipment
  - Enroll
    - Group Swim Lessons
    - Non-credit classes: mostly Lifeguard & CPR/AED classes
    - OA Trips
  - Memberships
    - Student memberships for Spouse/Domestic Partner & Dependents
    - Fac./Staff memberships for Spouse/Domestic Partner & Dependents
    - Private swim lessons
    - Personal Training packages
    - OA Buc Bikes (Daily/Weekly/Monthly)
- ID Bucs
- Paperwork
- Buc Bike transaction
- IM Forfeit Fee
- PT/PSL
- OA Transaction
- Cleaning duties
- Filing duties
- Train how to answer phones
- Where to find answers and knowledge of website
- Closing out

### *Aquatics*

#### **Lifeguards (\$8.25/hr)**

Duties & Responsibilities:

- Maintain the safety of patrons/swimmers at all times and keep constant surveillance of the pool while on duty.
- Be on time for shifts (5 minute early rule)
- Positive representation of self, department, division, and university
- Must possess a current lifeguard certification from a recognized agency
- Must possess current professional rescuer CPR & AED certification
- Maintain adequate swimming ability to perform job
- Follow the guidelines set forth through lifeguard training
- Communicate regularly with Assistant Director of Facilities & Aquatics and Building Supervisors
- Attend Lifeguard in-services and trainings
- Enforce pool policies and safety regulations
- Check chemicals during each shift
- Take count of swimmers.
- Maintain superior customer service
- Check pool equipment for safety
- Be aware of weather conditions
- Be alert at all times
- Perform cleaning duties when needed (i.e. – vacuum, windows, ladders, stands)

- Other duties as assigned

#### **Student Coordinator of Private Swim Lessons & 100 Mile Swim Club (\$7.75/hr)**

- Responsible for collecting private swim lesson registration forms from MSD
- Responsible for setting up lessons for the client by finding a suitable instructor. This includes the following:
  - Send client the FAQ private lesson email within 36 hours of getting their registration form
  - Find a suitable instructor for the client in a reasonable amount of time (within a week of getting form)
  - Email instructor the contact info and send the First Time private swim lessons email to both the client and instructor
  - Bring any client, parent and/or child issues with an instructor to the attention of the Assistant Director of Fac/Ops & Aquatics immediately
- Make sure instructors are keeping track of their private lessons through the Google Excel Doc.
- Keep track and update 100 Mile Swim Club info on a bi-weekly basis

#### **Swim Instructor (\$11.00/hr)**

##### Duties & Responsibilities:

- All instructors must go through CPA swim lesson training
- Preferred that instructors have had previous experience teaching swim lesson and have their WSI or YMCA certification.
- Positive representation of self, department, division, and university
- Follow the guidelines set forth through swim lesson instructor training
- Communicate regularly with Assistant Director of Facilities & Aquatics
- Attend swim lesson in-services and trainings
- Maintain superior customer service
- Contact private lesson participants with-in 48 hours of getting their info.
- Start lessons on time (10 minute early rule)
- Background check required prior to commencing employment

### *Fitness*

#### **Group Fitness Instructor (\$11.00/hr/\$12.00)**

The Group Fitness Instructor assumes many responsibilities. First and foremost, the instructor must hold and maintain certification through ACE, ACSM, AFAA, AAI-ISMA or other approved nationally accredited organization.

Other responsibilities include the following:

- ensuring that member's needs are met through personal recognition and by providing quality service and group fitness classes
- ensuring that your fitness classes meet nationally recognized standards and are in line with the CPA class descriptions
- assuming a leadership role as a professional in the area of exercise and aerobics
- ensuring that a safe and healthy environment exists for exercising and must be alert and aware of signs of exercise-induced distress
- arriving to teach class in advance of the scheduled time to greet participants, answer questions and address concerns
- dressing appropriately for teaching exercise classes
- arriving well-prepared, music cued and routine thought out
- sharing educational information with your class participants
- teaching classes with energy and enthusiasm
- motivating class participants to the best of your ability
- noting new participants and sharing basic exercise information with them
- keeping up-to-date on safety and fitness trends
- finding a substitute instructor if unable to teach and recording it appropriately
- reporting any equipment/facility problems to the Fitness Coordinator

#### **Personal Trainer (\$11.00/hr/\$12.00/hr)**

The main responsibility of a personal fitness trainer is to instruct and coach both groups and individuals in various exercises and activities. They must be able to help their clients assess their physical fitness level and encourage and help them set and reach their fitness goals. Personal Trainers must hold and maintain a current certification from a regionally/nationally recognized fitness organization. These would include: AAI/ISMA Personal Trainer Certification, [ACE Personal Trainer Certification](#), AFAA Personal Trainer Certification, [ACSM Personal Trainer Certification](#), [NASM Personal Trainer Certification](#), [NESTA Personal Trainer Certification](#), [ISSA Personal Trainer Certification](#), and Cooper Institute Personal Trainer Certification. All other certifications will be considered on a case-by-case basis.

In addition, Personal Trainers will be responsible for:

- Motivating clients and fellow team members
- Identifying specific training needs of their clients

- Knowledge about contraindications in their client populations
- Knowledge about basic first aid procedures
- Constructing instructional programs
- Leading various cardio vascular and weight training activities
- Demonstrating each physical activity
- Monitoring and communicating client progress
- Ensuring the safety of each exercise for each individual client
- Assisting clients in proper breathing techniques during exercise
- Ensuring that a safe and healthy environment exists for exercising and must be alert and aware of signs of exercise-induced distress
- Dressing appropriately (CPA Personal Trainer shirt, approved bottoms and athletic footwear)
- Sharing educational information with your clients
- Keeping up-to-date on safety and fitness trends
- Keeping all appointments with clients and arrive 10 minutes early to each session
- Reporting any equipment/facility problems to the Fitness Coordinator

### **Weight Room Attendant (\$7.25/hr/\$7.75/hr)**

#### Duties & Responsibilities:

- Welcome, greet and provide assistance to facility users; be a spotter when asked.
- Provide safe and effective instruction of all cardiovascular and weight training equipment.
- Conduct equipment orientations.
- Offer useful, tactful, and safe advice to individuals regarding their exercise program and/or use of equipment.
- Maintain and clean exercise equipment. Will follow and sign off on a VERY detailed hourly cleaning checklist
- Being on your feet, moving and working the ENTIRE shift
- No homework, cell phones or lap tops on the weight room floor.
- Inform facility users of various Campus Recreation sponsored programs/information.
- Enforce all facility policies and procedures.
- Perform miscellaneous duties as assigned.
- Wear uniform (Campus Rec assigned staff t shirt, athletic/khaki bottoms and athletic footwear; no denim or open-toe shoes).

#### Knowledge / Skills Required for the Job:

- An understanding of strength training and cardiovascular exercise.
- Ability to use and operate a variety of strength training and cardiovascular equipment.
- Knowledge and ability to be a spotter for various types of lifts.
- Knowledge of basic anatomy and physiology.
- Ability to lift 45 lbs repetitively during your shift.
- Good communication skills.
- Excellent customer service.

## *Intramurals and Sport Clubs*

### **Intramural Level I (7.25/hr)**

#### **Intramural Official**

Intramural Officials are responsible for providing fair application of the playing rules during intramural competition. Officials are expected to conduct themselves in a professional manner on and off the field. They are expected to give 100% during every game. Hustle, proper positioning and the use of approved mechanics are vital keys to officiating. Strong officials account for one of the most important elements of a successful intramural program. Officials are required to help with field/court set-up and break-down. Officials may also be required to perform other duties as requested by the Assistant Director, Graduate Assistants or Supervisor.

#### **Program Assistants (Scorekeepers, Office Workers, Communications/Marketing, Facilities Crew)**

Program Assistants (PA's) play an important role in the effectiveness of the intramural and sport club programs, and work in a variety of different capacities. All assistants are responsible for other duties as assigned by the Assistant Director or GA.

*Scorekeepers* – PA's who work in the roles of scorekeepers are responsible for assisting with set-up/break-down of fields/courts, checking-in intramural participants, keeping score of contests, completing necessary paperwork, and responding to injured participants and providing proper first aid care.

*Office Workers* – PA's who work in the Intramural and Sport Club office are responsible for administrative functions including preparing paperwork and game sheets for intramural games, answering the phone and providing general program information, assisting with sport club paperwork, and other duties as assigned.

*Marketing Team* – Members are of the marketing team work together to promote the Intramural and Sport Club programs through print and electronic media and by attending marketing opportunities and events on campus.

*Facilities Crew* – Members of the Facilities Crew are responsible for lining intramural and club fields, assisting the crew leader with measuring and lining (pulling string), mixing paint, etc. Additional facility related duties may be assigned (general cleaning, maintenance work, etc.).

#### **Intramural Level II (\$7.75/hr)**

Level II Intramural employees are given additional responsibilities above their regular duties. They are designated as "Lead Workers" who have distinguished themselves among their peers. They often are tasked to assist with employee training sessions. Level II employees that work as officials often serve as the "crew chief" during their scheduled shifts. They may be responsible for leading one of the program work crews or teams. They are also responsible for operating the Campus Recreation Field Complex during open recreation hours and other duties as assigned.

Minimum Requirements: At least one year as a member of the intramural staff with satisfactory or above satisfactory evaluations; proven responsibility and the ability to work independently; Intramural Level II employees are required to hold current CPR/AED certifications.

#### **Intramural/Sport Club Supervisors (\$8.25/hr)**

Supervisors are members of the Intramural and Sports Club staff who are designated to monitor and supervise intramural and club events, participants, officials, and program assistants. Supervisors are responsible for seeing that participants and staff members adhere to the policies and procedures of the Department of Campus Recreation and the intramural program. Supervisors are also responsible for supervising the checking-in process for participants and equipment check-out/in procedures. Supervisors also perform administrative functions such as scheduling and training staff, planning and implementing leagues, and providing feedback to the Assistant Director and Graduate Assistants. Supervisors report to the Assistant Director and the Graduate Assistants and may be required to perform additional duties as assigned.

Minimum Requirements: At least one year as a member of the intramural/sport club staff; at least one semester working as an intramural official with demonstrated technical competencies; junior level or higher academic status; proven responsibility and the ability to work independently; ability to resolved conflicts and participant complaints. Supervisors are required to attend special training sessions as well as training sessions for officials and program assistants. Supervisors are required to hold current CPR/AED certifications.

### ***Outdoor Adventure Program***

#### **Team Building Instructor/Challenge Course Facilitator**

The challenge course includes "Low Ropes" teambuilding initiatives and "High Ropes" Aerial Adventure course, Climbing/Rappelling Tower, Giant Swing, Zip Lines, and Quick Descent. Length of the program and activities conducted are determined by the Outdoor Adventure Assistant Director based on number and abilities of participants, goals and purposes of the program and time frame of the program.

Facilitators are responsible for;

- Conducting activities in accordance with guidelines established by industry standards and/or Campus Recreation
- Reviewing group information, goals and objectives before the program
- Participate in "Staff briefing and Planning" with facilitation team delivering the program
- Properly inspect, set-up, and use any equipment necessary for the program
- Be able to explain course policies and the Release of Liability & Hold Harmless Agreement
- Ensure that all participants (or legal guardian if under the age of 18 and not a current ETSU student) completed and signed the release agreement
- Assessing participant's physical, mental and emotional readiness to participate in activities
- Assess proper dress of participants
- Introduce goals and purpose of the program

- Lead a series of Name Games, Acquaintance and warm-up activities
- Teach necessary safety information to participants, prior to use of any activity or element.
- Facilitate discussion around personal growth, group dynamics and leadership topics
- Take down and properly store equipment at the end of the program
- Record equipment use in rope log, etc.
- Complete end of program paperwork
- Be able to activate emergency response.
- Recognize the inherent risk in each activity.
- Continually assess hazards and adjust programming accordingly

### **Trip Staff**

Outdoor Adventures offers day and weekend trips hiking, biking, paddling and camping. Student Trip Leaders employed with Campus Recreation are responsible for preparing and checking out equipment and assisting participants with instruction and coaching as well as assisting with trip leadership and risk management.

Trip Leaders need to have a background in outdoor activities (active participants), certification in CPR, Wilderness First Aid (WFA) and a passion for helping others learn outdoor skills.

Trip Staff are expected to market trips as well as conduct "Trip Information and Preparation Session (TIPS) pre-trip planning sessions.

### **Wall Staff (\$7.25/hr, \$7.75/hr)**

#### Job responsibilities

**Senior Staff:** Manages the big picture, assigns staff to instruct, belay or perform other tasks as needed.

**Climbing Wall Instructors:** No climbers or routes are to be unsupervised!!! Senior staff will assign routes to staff members to be supervised, i.e. staff member is within close proximity and attentive to climbing team. A staff member who is belaying cannot be monitoring another climbing team.

Wall staff must constantly observe and monitor for;

- Approved belay hand sequence
- Accurate belay communication
- Proper knot use and tying and harnessing.
- Proper belay stance, i.e. both feet on the ground, attentive to climber
- Ability to anticipate climber's moves
- Effective rope management – neatly stacked, not knotted or tangled etc.
- Approximating weight differences;
- Belayer must have a ballast if the climber is 50 pounds or more heavier than the belayer

### **Required Paperwork**

Before a Student Staff or part-time employee is officially hired, they must have completed and turned in the following items. Student Staffs and part-time employees must get confirmation of their hire and be given an official "start date" before they can begin work.

#### **Academic Performance Scholarship (APS)\***

APS Student Staffs are required to complete 75 hours throughout the semester to fulfill the requirements for their scholarship. APS students do not receive pay beyond their scholarship allocation. Upon completing their hours, APS students may be processed as Part-Time Temp to continue working and receive pay.

1. Student Staff Application
2. Completed Tax Forms (W-4, I-9)
3. Direct Deposit Authorization Form and Voided Check
4. Copies of Identification Card and Social Security Card

**\*Does not apply to Academic Service-APS**

#### **Federal Work Study (FWS) / Regular Student Staff Program (RSWP)**

1. Student Staff Application
2. Completed Tax Forms (W-4, I-9)
3. Direct Deposit Authorization Form and Voided Check

4. Copies of Identification Card and Social Security Card

#### **Part-Time Temp Positions (Student/Non-Student)**

1. Student Staff Application
2. ETSU Application (complete online at <http://jobs.etsu.edu>)
3. Completed Tax Forms (W-4, I-9)
4. Direct Deposit Authorization and Voided Check
5. Copies of Some form of an Identification Card and Social Security Card
6. Signed Contract (created by Office Manager after all other items have been completed)

#### **International Students**

1. Same items required for Part-Time Temp Positions
2. Contact Financial Services Office and complete required GLACIER paperwork

#### **Pay Periods, Time Cards and Payroll**

**Pay Periods** – There are two monthly pay periods for employees. The first pay period runs from the first of the month through the 15<sup>th</sup> of the month and the 16<sup>th</sup> through the final day of the month. Direct deposits are made on the 15<sup>th</sup> and final day of the month. If the payday falls on a weekend or holiday, the pay will be deposited the last business day before. All pay is on a two-week delay:

##### **Pay Period**

1<sup>st</sup> – 15<sup>th</sup> of the month  
16<sup>th</sup> – Last day of month

##### **Pay Day**

Last day of the current month  
15<sup>th</sup> of next month

**Time Cards** – It is the responsibility of each employee to complete their time cards at the **conclusion of each shift**. Time cards are located in the Student Staff workroom, 2<sup>nd</sup> floor CPA. Time cards are pulled on the last day of the pay period.

**Employees must sign each time card before it can be entered into the payroll system.**

#### **Recording Work Hours**

1. Each Student Staff will have a different time card for each job they perform.
2. Time must be recorded on the **proper time card** for the specific job performed.
3. **Hours are to be recorded daily after each shift (never a week in advance or a week late)**.
4. Deliberate cheating or non-deliberate recording of hours on one's time card will be grounds for immediate termination.
5. Time cards must be signed by the 15<sup>th</sup> and the last working day of the month.
6. Time cards will be verified by the employee's direct supervisor (full-time staff or GA) at the end of each pay period and by periodic spot check.

#### **Duties and Responsibilities**

##### *Emergency and Security Procedures*

Several emergency exit doors in the CPA are equipped with alarm systems. Those doors should never be opened for anything other than an emergency situation or special event as approved by the Director or Assistant Director of Facilities & Aquatics. Should one of the emergency exit only doors be opened, an auditory signal will call your attention to the appropriate door. When a door has been opened, **go there immediately**, and shut off the alarm. Attempt to locate the person who opened the door. If an individual opened the door illegally to let another person in, **both parties must leave the facility**. Politely, but firmly escort them outside. If they refuse to leave, have them escorted out by Public Safety.

Should an injury situation occur, whether you see the injury yourself or are contacted via radios, proceed immediately to the injury site. **Never leave the injured person unattended**. Clear the area of all non-staff persons and assess the condition. Ask the person what happened, what was injured, is the pain severe, etc. Ask if they would like ice for their injury and if so, radio for another CPA staff member to bring you a bag of ice. While waiting for the ice to arrive, do the following:

- A. You must first determine if more advanced medical help is needed. If so, immediately dial 911 from a campus phone or hit the call button on one of the CPA Emergency phone located in the building, or radio the equipment room to do so. **Any time an injury is to the head or neck, always dial 911, even if the individual refuses medical assistance.**
- B. Make the person feel as comfortable as possible. Begin asking for the information needed to complete the Accident Report Form. Avoid having bystanders standing in the area giving a diagnosis on the severity of the injury.
- C. **For any "non-life threatening injury," (i.e. ankle sprains, dislocations) call 911 for assistance. Contact a student staff member in the closet area (WR, MS, ED) and request that they call 911. Make sure they tell the dispatcher where you**

- are. Make sure you complete the Accident Report Form. If the individual refuses medical assistance, please indicate that on your report. For minor cuts, utilize a blood spill kit.**
- D. **For any "life threatening injury," immediately contact Public Safety (dial 911 from an**
  - E. **on-campus phone) or call from an emergency phone located in the CPA.**
  - F. For each injury an Incident report form must be filled out.

### *Work Area Cleanliness*

Student Staffs are required to keep their work area neat and free from trash at all times. The building's custodians are not the only staff responsible for work area cleanliness.

### *General Etiquette & Policies*

**Student Staffs should not be in uniform or wear staff shirts while off-duty.** Student Staffs are reminded that they are representatives of the Department of Campus Recreation at all times and should conduct themselves accordingly. Employees shall refrain from making inappropriate and critical comments about fellow staff members. Even if a Student Staff is "off the clock" they shall adhere to all etiquette policies (cell phone and homework policies excluded) while they are present at a Campus Recreation facility.

Employees found in violation of these policies are subject to corrective action procedures including being sent home early, loss of hours, and/or termination.

### **Attitude & Customer Service**

Student and part-time staff are the department's most effective public relations resource. As a Student Staff, you create positive attitudes toward the CPA and all recreation programs and set an example for patrons/participants. Treat everyone with respect, and be willing to help anyone who comes into your assigned work area. You are required to provide prompt, courteous service by:

1. Establishing eye contact and smiling;
2. Responding as soon as possible to inquiries;
3. If unable to immediately attend to an individual, acknowledging them by smiling, nodding, and/or gesturing to him/her that you will soon be able to help them.
4. In crisis situations, implement the established, stated, and trained Emergency Action Plan.
5. Do not sit on counter tops or prop your feet up while working.

### **Dress Code**

While working you will interact with many individuals and participants and a neat, clean, and well-groomed appearance should be maintained at all times. Student Staff should dress in a manner that is appropriate to the work area and responsibilities, and wear the appropriate staff shirt at all times while working. Proper footwear is required. Cut-off jeans, short shorts, midriff tops, tank tops, and jeans with holes are not permitted. Lifeguards must be in gym or swimsuits clothes at all times while guarding. Referees must wear the issued uniforms.

### **Proper Dress**

1. Staff are **required** to wear a staff shirt that will be issued when you begin employment. If you lose one or need an additional shirt you will be charged the cost of the item. There will also be staff sweatshirts available at cost to staff that would like one.
2. **Failure to wear a staff shirt/sweatshirt will result in a write-up.**
3. In addition to the staff shirt/sweatshirt, you must be appropriately and neatly dressed.

### **Eating**

Eating meals is not permitted while working. If necessary, a small snack can be consumed. If you are working a long shift (4 or more hours), special accommodations can be made by speaking with a professional staff member or the building supervisor on duty to arrange a break to eat. The only acceptable place to eat is the MPR or conference room (if they are not being used), or the Smoothie bar tables.

### **Breaks**

Short restroom break can be taken during shifts, if you are working at the Member Service Desk or Equipment Room by yourself, please notify the Building Supervisor, who can sit in for you. If you are working an extraordinarily long

shift (4 or more hours), you can be permitted to take a 15 minute break, please speak with the Building Supervisor for approval.

### **Tobacco Products**

Staff members are not allowed to use tobacco products while on duty. The CPA's design does not include a smoking area. ETSU is a tobacco free campus, and it is not to be used inside or outside of the CPA, in the parking lots, courtyard, Basler Challenge Course or intramural fields.

### **Alcohol & Drug Policy**

Alcohol and other illegal substances are prohibited on the ETSU Campus, including the CPA and all Campus Recreation facilities. Alcohol or illegal/prescribed drug consumption prior to working or during any Campus Recreation job is not permitted and is a violation of University rules. Violation will result in the staff member being removed from the work schedule at the time of the infraction and written up to face the corrective action process, which could lead to termination and/or referral to the Student Life and Enrollment Office of Judicial Affairs.

### **Visitors**

You are not allowed to visit with friends or co-workers from other areas at your workstations, please let them know that you are working and that you will contact them later.

### **Studying**

Customer Service is the primary responsibility of all Campus Recreation employees. Do to the nature of the facility and the work required from each staff member, studying is not allowed while on duty. Please note that if you have a "work study" position, that means you have a campus job that helps pay for your education, it does not mean that you study while at work at your job.

### **Reading**

Customer Service is the primary responsibility of all Campus Recreation employees. Staff in certain desk positions (Member Services, Equipment Desk, and Casual Care - when no children are present) may read a book or magazine, as long as it does not interfere with their ability to provide great customer service and fulfill their job responsibilities.

### **Cell Phones & electronics**

Use of personal cell phones or any electronic item while working is not permitted. These items are not to be visible or be left out at work stations, nor should they be out charging. They must be put away and out of site for the duration of your shift.

### **Minors in the CPA**

Policies have been put in place to protect both minors and Campus Recreation staff. Campus Recreation staff may not babysit or nanny for a child whom that have met or worked with as a result of their employment with Campus Recreation. Campus Recreation staff are not permitted to be alone in a locker room, rest room or storage closet/area with a minor.

### **Casual Care:**

- Casual Care staff is permitted to assist young children in the Casual Care restroom as needed, with the door open and curtain closed.
- Staff who do not work in Casual Care, nor any adults/parents, are permitted to hang around the center. Campus Recreation Building Supervisors and professional staff are permitted to check in briefly with Casual Care staff and count number of children for the numbers report.
- If Casual Care staff has any issue/problem with a child, they are to contact parent in the CPA to assist in the matter. If they are able to resolve without the parent, the staff will document the issue on an incident report form and notify the parent upon pick-up.
- The Casual Care Parent agreement was revised and a section on consent to treat was added in order for First Aid to be performed on a child in the event of a medical emergency.

### **Radio Use**

Radios are an integral part of responding to customer service issues, emergencies and staffing issues. The department's goal is to enhance communication between work stations in a variety of circumstances. Under normal operating conditions there should be a radio at Member Services, Equipment Desk, Weight Room, 2<sup>nd</sup> floor front office, and the pool. Employees should use the radios as much as possible to avoid unnecessarily leaving their work station vacant. These radios are to be used in case of emergencies to insure that EAPs are being followed. They will also help work stations reach a supervisor much easier. The radios are for work purposes only; please do not use them inappropriately. Remember that other staff, and in some cases patrons, may be able to hear what you say over the radio, so do not use foul language or speak derogatorily.

At the start of your shift, please make sure the radio in your area is turned on and working properly. When the CPA closes, please turn OFF the radio and place it in the charger. DO NOT place the radio in the charge while it is ON. Occasionally, radio batteries will go dead. In the event that a work stations radio needs to be recharged, inform a Building Supervisor as soon as possible to and they will attempt to locate an extra radio can be used as a temporary replacement.

### **Telephone Use and Etiquette**

When talking on the telephone, keep in mind that you are representing the University and the Campus Recreation Department. When your voice is warm and friendly, and you are courteous and tactful, people will have a favorable opinion of you and Campus Recreation.

1. If your job requires answering a phone, learn how to operate it. If you do not understand after reading the instructions or have questions, ask the Executive Aide, a Building Supervisor or Professional Staff.
2. Personal Calls: Personal phone calls are not permitted, on cell phone or CPA phones, during shifts.
3. No long distance personal calls are permitted from CPA phones.

### **Answering/Greetings**

Always be courteous, tactful, and whenever possible, provide prompt service. Answer calls in the following manner:

1. "Good Morning", "Good Afternoon" or "Good Evening"
2. "Campus Recreation this is state your name"
3. "May I help you?", "Can you please hold?", "Thanks for holding", "May I ask who is calling?"

EXAMPLE: "Good Morning, Campus Recreation, How may I help you?"

### **Placing Calls on Hold**

- Always place the telephone on HOLD when gathering information for the caller.
- When you have other calls waiting or you are unable to talk at length with the caller, answer in the following manner:
  - "Campus Recreation, Can you please hold?"
  - "Campus Recreation, Can you please hold or would you like to call back in five minutes?" "I will have \_\_\_\_\_ call you back as soon as he/she can."
- Try to get back to the caller on hold within thirty seconds;
- When you are on the phone and people are waiting in front of you, make eye contact or nod your head to acknowledge their presence;
- If you have calls coming through and people are waiting in line at the desk, try to alternate the phone calls with the people waiting. If necessary, place the caller on hold and get back to them when you can.

### **Transferring Calls**

Transfer calls in the following manner:

1. "May I tell him/her who is calling?"
2. Put the caller on hold and transfer call
3. Tell the Campus Recreation Staff who is calling;
4. If the line is busy, ask the person if they would like:
  - to hold
  - call back
  - have the person requested call them back

### **Taking Messages**

If someone is not in the office, do not give the wrong impression to the caller with statements such as, "He isn't back from lunch yet", or "she's still on break". Simply state that "\_\_\_\_\_ is not in the office at this time", or is in a meeting,

etc., may I take a message"; also offer to transfer the caller to the Staff member's direct line in order for them to leave a voice message.

- Always make sure paper and pen are available to take messages.
- When taking messages, write down the following information:
  1. whom the message is for
  2. phone number of person calling
  3. date and time of call
  4. message (if any)
  5. your name (not initials)
  6. caller's first and last name (do not assume the person requested knows who John, Steve, or Susan is)
  7. when the caller will be available for a return call
  8. do not be afraid to ask twice
- If you are certain of when the person requested will be in the office, tell the caller in case he/she wants to call back.
- Tell the caller that you will make sure \_\_\_\_\_ gets the message.
- Put the message in the staff's office box.
- When someone calls for a GA and wants information on a certain sport, give the caller the name and office hours of the GA in charge of that sport.

### Wrong Numbers

The most frequent wrong numbers are inquiries for Athletics and Physical Education. In these cases, give the person the proper number. The phone number for Athletics is 439-4343 and the number for Physical Education is 439-4362.

### Use of CPA Computers and Personal Laptops

Campus Recreation computers are for work purposes first and foremost. If there is a computer in your work area, it must be utilized for work related activities. CPA computers are not to be used to watch TV, movies, internet shows or the like, nor are they to be used for viewing, posting, chatting, etc. on any social media websites. With these computers, you can check your email, as long as it does not interfere with your work responsibilities.

Computers in the GA suite are specifically for the Graduate Assistants, student and part-time staff are not permitted to use these computers unless given permission by a professional staff member. Computers in professional staff offices and in the Front Office, are only to be used with permission by the particular professional staff member.

Personal laptops, Ipads, and Kindles or any other electric item are not permitted to be used while you are working.

### *Dealing with Difficult People*

Although you should try to please everyone, there will be times when this is not possible. At some point you may not be able to solve an individual's complaint satisfactorily. Follow these guidelines to insure good service.

1. A Student Staff should never argue with an individual; strive to maintain a pleasant attitude throughout the situation. DO NOT engage in verbal sparring.
2. Listen, without interruption, to the whole complaint.
3. Empathize with the individual's concerns without criticizing the university or department policies.
4. Try to suggest a solution, or refer them to the Building Supervisor on duty or full time staff, who might help solve their problem.
5. Have the individual write down the complaint and place it in the Director's mailbox or fill out a comment card located at the Equipment Desk.
6. If none of the suggestions appease the individual, and/or if they become belligerent, contact the Building Supervisor or a full time staff person to handle the situation. DO NOT allow yourself to be verbally abused.
7. If a situation becomes uncontrollable or you feel threatened in anyway, call Public Safety at 911 from a campus phone or dial 423-439-4480 from a cell phone.

### Work Schedules

Work schedules are made up for the entire semester for all areas except Intramurals. Academic schedules are not going to change, so work schedules will not either. When you sign up for your permanent work hours, realize that they are **PERMANENT**. Occasional adjustments can be made for unforeseen circumstances. However, persistent requests for adjustments may suggest a worker's lack of commitment to their job.

The in-service training schedule for the entire year is held in August, in addition there may be supplemental trainings and meetings throughout the year. Attendance at all training sessions and meetings is mandatory. If academic field trips, military reserve schedules, or other genuine commitments interfere with training or your regularly scheduling shifts, you must inform your direct supervisor when the semester begins. Because of the advance notice provided for training, no one will be excused for any reason. Employees that miss any of the in-service training sessions will not receive priority in the scheduling of shifts and will not be confirmed to work until the training is made up.

### *Reporting to Work*

Please be on time or a few minutes early as courtesy to the person you are relieving. When you report to work:

1. Ask the person you are relieving if you are to continue working on anything he/she was doing, or if there is anything you should be aware of;
2. Ask the professional and/or Building Supervisor on duty if there is anything to be done or any information you need to know.
3. Do not forget your ID. "I have to go to work" will not be a substitute for a card.
4. When in doubt call. If you are running late please call the main Campus Rec number (423-439-7980) and ask them to let the Building Supervisor on duty know how late you will be.

### *Leaving Work*

1. Work up until the end of your shift, do not leave early, unless approved by your direct supervisor.
2. Relay all messages and assignments to the next person on duty.
  - Leave a message if they have not arrived by the time you must leave;
3. If you do not complete an assignment, please make sure you fully explain what to do to the next Student Staff.
4. Record your work hours on your timecard before you leave.
5. If no one is there to relieve you, be sure to tell the Building Supervisor on duty of the situation.

### *Substitutions\**

1. It is your responsibility to find a replacement well in advance, preferably at least 48 hours, if you are going to be absent.
2. If your area uses When2Work(W2W), you will need to use the trade/swap board to make sure your shift is covered.
3. The shift must be picked up on W2W prior to your absence.
4. Do not call the front office and say "I've tried calling everyone and cannot find anyone to work, can you try to find someone for me?" If you have already called EVERYONE, then the office will not need to call them again. It is extremely important that you find a substitute well in advance, if you cannot find a substitute for your shift, it is still your responsibility to show up for that shift. If you cannot find a substitute and have exhausted all resources and called EVERYONE, talk with your direct supervisor, do not call the front office.
5. If you substitute for someone, you must pick up his or her shift on W2W before the shift begins.
6. Failing to secure a substitute can result in termination. PLAN AHEAD.
7. Do not spilt your shift. If you work 4-6pm, you need to find a sub that can work that entire shift.

\*Group Fitness, Intramurals and Outdoor Adventure staff: see direct supervisor for substitution policies in those work areas.

### **Summer Employment**

A limited number of students are hired for the summer months. The department operates a skeleton schedule of services and programs, as well as hosts a number of camp and conference groups.

Anyone interested in summer employment should apply immediately following spring break. The limited number of slots will be filled before April, so potential summer employees should not delay in applying. Preference will be given to current staff.

### **Corrective Action, Evaluations and Grievances**

#### *Corrective Action Process (Write-Ups)*

The corrective action process is designed to be constructive, corrective and to promote staff member success. It gives staff members the information necessary to understand what aspect of work performance, attendance or behavior is unacceptable, identifies the improvements that are expected, and provides the opportunity for staff members to

demonstrate the expected improvements. The goal is to improve performance, attendance, or behavior of staff members and to assist staff members in taking ownership of their performance, attendance, or behavior.

Particular steps or series of steps in the action policy will be decided by the CPA professional staff (usually in the form of write-ups and meetings between the staff member and their supervisor). Corrective action will occur when a staff member fails to adhere to the staff policies and procedures set forth by the CPA in the student handbook. The CPA professional staff may impose any level of corrective action, including dismissal, if deemed necessary. All corrective action is ultimately in the hands of the Director of Campus Recreation.

### *Evaluations*

The performance of each Student Staff will be informally evaluated throughout the term by the professional and graduate staff, as well as the Building Supervisors. An evaluation form will be completed for each student and part-time staff member towards the end of each semester.

### *Grievances*

The Campus Recreation Department would like to resolve student/part-time staff complaints as promptly and fairly as possible. The staff member is encouraged to discuss any complaints or concerns with the professional and/or graduate staff. If the student employee is unable to resolve the problem with the Director of Campus Recreation, appeals may be taken to the Vice-President for Student Life and Enrollment. All grievances will follow the established chain of command.

### **Conclusion**

Periodically throughout the semester, you will receive emails and notices informing you of any changes in policies and procedures. All pertinent information will be posted at the different work areas and/or in the timecard office. Please read and make note of this information in order to follow proper policies and procedures.

The rules and responsibilities contained in this handbook are to be STRICTLY FOLLOWED. The Director and/or staff will determine the status of a person who does not follow these guidelines (i.e., write-ups, warnings, suspensions, termination, etc.). The department reserves the right to warn or release a Student Staff who does not represent the Department of Campus Recreation accordingly.

If there are any problems, suggestions, or concerns, please leave a note in the Director's box or make an appointment to see the Director as soon as possible.

***You are a very important part of the success and continuous improvement of the CPA and the Department of Campus Recreation we want to help you in any way possible. Please take advantage of our open door policy and feel free to talk to full time staff at any time.***

## **APPENDICIES**

- A. Student Staff Application
- B. Accident/ Incident/ Injury Report Form

APPENDIX A:

**ETSU Department of Campus Recreation**

Basler Center for Physical Activity

**STUDENT STAFF APPLICATION**

*Please complete all sections legibly*

**Work Program:**

\_\_\_\_\_ **APS** (Academic Performance Scholarship)    **Today's Date:** \_\_\_\_\_  
 \_\_\_\_\_ **FWS** (Federal Work Study)  
 \_\_\_\_\_ **RSWP** (Regular Student Work Program)    **Major or anticipated major:** \_\_\_\_\_  
 \_\_\_\_\_ **NONE**

**What semester are you applying for:** \_\_\_\_\_

**Name:** \_\_\_\_\_    **E Number:** \_\_\_\_\_

**Local Address:** \_\_\_\_\_

**Home Address:** \_\_\_\_\_

**Cell Phone:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_    **Other:** (\_\_\_\_) \_\_\_\_\_ - \_\_\_\_\_

**ETSU Email:** \_\_\_\_\_

<b>CPA STAFF USE ONLY</b>		
Date Received: _____		
Received by (staff name): _____		
Date	Decision*	Initials
AQ: _____		
MS: _____		
WR: _____		
ED: _____		
OA: _____		
IM: _____		
GF: _____		
CC: _____		

**WORK AREA OF INTEREST** (If selecting multiple areas, please rank your first, second, etc. choices according to your interest and/or experience)

<b>Admin/Facilities:</b>	<b>Aquatics:</b>	<b>Fitness:</b>	<b>Intramurals:</b>	<b>Outdoor Adventure:</b>
_____ Casual Care*	_____ Lifeguard*	_____ Weight Room	_____ Official / Referee	_____ Climbing Wall
_____ Equipment Desk	_____ Swim Instructor*	_____ Personal Trainer*	_____ Program Assistant /	_____ Challenge Course*
_____ Member Services Desk		_____ Fitness Instructor*	_____ Scorekeeper*	_____ Trips Program*

\* Certification Required: For more information about what certifications are needed, visit: [www.etsu.edu/rec/studentemployment](http://www.etsu.edu/rec/studentemployment)

**AVAILABILITY** (Mark your class times and other times you are unavailable to work on the schedule below)

TIME	MON	TUES	WED	THURS	FRI	SAT	SUN
6 AM							
7 AM							
8 AM							
9 AM							
10 AM							
11 AM							
12 PM							
1 PM							
2 PM							
3 PM							
4 PM							
5 PM							
6 PM							
7 PM							
8 PM							
9 PM							
10 PM							

**Number of hours desired per week**  
(Max. of 25 hrs/wk):  
\_\_\_\_\_

**Are you willing to work weekends?**

\_\_\_\_\_ Yes  
\_\_\_\_\_ No

**EDUCATION**

	Name of School	Address	Graduate Y / N	Degree
High School		Street: City, State:		
Previous College		Street: City, State:		

**PREVIOUS EXPERIENCE** List previous work experience beginning with your most recent job held.



ETSU Department of Campus Recreation  
**ACCIDENT/ INCIDENT/ INJURY REPORT**

**\*\* PRINT LEGIBLY & COMPLETE ALL SECTIONS OF THE FORM \*\***

<b>Person's Information</b>			
<u>Name of Individual Involved</u>	<u>DOB</u>	<u>Sex</u> <input type="checkbox"/> M <input type="checkbox"/> F	<u>Phone #</u>
<u>ETSU ID #</u>	<u>Classification</u> <input type="checkbox"/> Student <input type="checkbox"/> Faculty <input type="checkbox"/> Staff <input type="checkbox"/> Other: _____		
<b>Accident/ Incident/ Injury Information</b>			
<u>Date of Occurrence</u>	<u>Time of Occurrence</u> <input type="checkbox"/> a.m. <input type="checkbox"/> p.m.	<u>Facility Location (field, court, weight room, etc.):</u>	
<u>Type of Activity</u> <input type="checkbox"/> Intramurals <input type="checkbox"/> Outdoor Rec <input type="checkbox"/> Informal Rec <input type="checkbox"/> Other: _____			
Specific Activity:			
Nature of accident or Injury/Body Part Injured:			
Description of Accident, Incident or Injury In Detail* (additional space is provided on back of form):			
*Above summary is from (check one): <input type="checkbox"/> Witness Name _____ Witness Ph #: _____ <input type="checkbox"/> Staff Witness Name: _____ <input type="checkbox"/> Victim/Injured Person Involved -Include additional or contradictory details from a different person on the back of from.			
Other person involved? <input type="checkbox"/> Yes <input type="checkbox"/> No		If yes, name of individual:	
<u>Action Taken</u>			
First Aid:		Given By:	
Other Action Taken (person transported to hospital, etc.)		Given By:	
Public Safety called: <input type="checkbox"/> Yes** <input type="checkbox"/> No			
**If yes, PS Response:			
**Name of Public Safety Officer:			
Weather Conditions (if outside):			
Lighting Condition:			
Footwear of Injured person:			
Drugs or alcohol involved:			
Injured Person Refused Attention: <input type="checkbox"/> Yes <input type="checkbox"/> No			
Injured Person's Signature:			

**\*\*TURN OVER AND TO COMPLETE FORM\*\***

