



# Intramural Sports Dept.

---

# TEAM HANDBOOK

*Last Revised: 8/7/2025*

## TABLE OF CONTENTS

---

### **INTRODUCTION**

CHANGES IN POLICY

GENERAL EXPECTATIONS

### **OUR TEAM**

ABOUT INTRAMURAL SPORTS

MISSION STATEMENT

VISION STATEMENT

TEAM MEMBERS

TRENDING BEHAVIORS

### **OUR RESPONSIBILITIES**

GREAT PEOPLE

GREAT BENEFITS

### **YOUR RESPONSIBILITIES**

AFTER YOU'RE HIRED

WHILE YOU'RE AT WORK

BREAKS IN EMPLOYMENT

### **IF YOU MESS UP (DISCIPLINARY ACTION PROCEDURES)**

WARNINGS

STRIKES

SUSPENSIONS

TERMINATION REVIEW

IMMEDIATE TERMINATION

GREIVENCES

**APPENDICES TEAM MEMBER AGREEMENT CONTACT INFO**

OUR ADDRESS

FULL-TIME STAFF

WEB ADDRESS

# INTRODUCTION

This Team Handbook summarizes the policies, procedures, and benefits of Intramural Sports, a component of Campus Recreation at NC A&T State University. Some things you should note before reading the rest of this handbook are listed below.

## CHANGES IN POLICY

- (1) This manual replaces all previous Intramural Sports employee manuals and memos.
- (2) We strive to keep the contents of this manual current; however, we reserve the right to modify, suspend, or terminate any of the policies, procedures, and/or benefits described in this manual.
- (3) If we change the contents of this manual, the revisions will apply to current and future employees.

## GENERAL EXPECTATIONS

We expect you to apply the contents of this handbook. If you need clarification on any of the policies, procedures, and benefits included, please contact one of the full-time staff members listed below.

**Gerard Harvey**  
*Director – Intramural Sports*  
Intramural Sports  
geharvey@ncat.edu  
336-285-4230

**Amaya Pegues**  
*Coordinator*  
Intramural Sports  
alpegues@ncat.edu  
336-285-4230

# OUR TEAM

## ABOUT INTRAMURAL SPORTS

Welcome to Intramural Sports, an integral part of the Campus Recreation program at NC A&T. The other components are:

- (1) Facilities
- (2) Aggie CORE (Outdoors and Expeditions)
- (3) Fitness

- (4) Marketing
- (5) Sport Clubs

The following sections will give you more information about Campus Recreation, and, more specifically, Intramural Sports. We hope this information helps you work passionately and purposefully while you're employed with Campus Recreation.

Intramural Sports, as a unit, is comprised of the following:

- Intramural Sports
- Aggie CORE (Outdoors and Expeditions)
- Marketing
- Sport Clubs

## MISSION STATEMENT

The mission of Campus Recreation is to provide a broad and diversified program of sports and activities that meet the needs and interests of the entire campus community. These activities are organized and administered in a manner that is intended to provide a recreational break from academic pursuits, improve physical health, and develop skills and interests that contribute to healthy lifestyles. The greatest opportunity lies in fostering personal growth through competition, self-testing, and teamwork found in participating in recreational sports.

## VISION STATEMENT

The greatest opportunity lies in fostering personal growth through competition, self-testing, and teamwork found in participating in recreational sports.

## TEAM MEMBERS

The Intramural Sports team is a diverse mix of full-time and student employees. The role each team member plays is listed below.

### Professional Staff

Our professional staff work diligently to prioritize a great experience for our patrons and participants. They also provide intentional learning opportunities for our student employees that reinforce skills needed for life after college such as customer service, personal responsibility, risk management, teaching, and social justice.

### **Scorekeepers**

Scorekeepers are one of the initial positions within Intramural Sports. Scorekeepers create a welcoming, clean, safe, and inclusive environment for participants and patrons at our activity areas. This position is generally a prerequisite for the Supervisor/Lead position.

### **Officials**

Officials are one of the initial student positions within Intramural Sports. Intramural Sports Officials are hired and trained to officiate in the NC A&T Intramural Sports Program. Our officials love sports. This position is generally a prerequisite for the Supervisor/Lead position.

### **Supervisors/Leads**

The Intramural Sports Supervisor, or Lead, is a student leadership position within Intramural Sports. Their primary task is to empower our Scorekeepers and Officials to perform our employment expectations. They primarily provide leadership in the following areas: customer service, facility management, and student learning and development. This position is generally a prerequisite for the Program Assistant position.

### **Program Assistant**

The Program Assistant is a student leadership position in Intramural Sports. In this role, students can be the frontline for the administrative and daily operations for Intramural Sports. They provide leadership in the following areas: risk assessment and management, professional development, and team management.

### **Graduate Assistant**

The Graduate Assistant Supervisor for Intramural Sports is responsible for supporting the daily operations of the intramural program, including supervising events during daytime, evening, and weekend hours. This role requires a comprehensive understanding of the facility, its equipment, operating policies, programs, and the overall schedule of activities. The Graduate Assistant serves as an extension of the Intramural Sports Coordinator and plays a critical leadership role within the department.

## **TRENDING BEHAVIORS**

We are a selfless team working together to prioritize a great experience for our patrons. We will accomplish this by consistently demonstrating the following behaviors:

- (1) **Smiling Faces:** We smile and are friendly during all patron and participant interactions.

- (2) **Unique Interactions:** We stand and speak to all patrons and participants.
- (3) **Eyes Everywhere:** We are where our patrons and participants are, looking for safety issues.
- (4) **Squeaky Clean:** We clean our equipment thoroughly, keep our storage spaces neat, and generally leave things better than when we found it.
- (5) **Team Players:** We share shift responsibilities and sub for each other.
- (6) **Smooth Operators:** Our leaders ensure that all shifts run smoothly.

# OUR RESPONSIBILITIES

Our desire is to create an environment where you want to work. The policies we uphold and the benefits we provide to make your employment enjoyable are listed below.

## GREAT PEOPLE

The policies that help us hire and retain great people are listed below:

(1) **We don't discriminate.**

The University is an equal opportunity employer and welcomes all to apply without regard to age, color, creed, gender, gender expression, gender identity, genetic information, national origin, race, religion, sex, or sexual orientation. We also encourage protected veterans and individuals with disabilities to apply.

(2) **We promote a peaceful work environment.**

Workplace violence in any form is unacceptable and will result in termination. Violence may include, but is not limited to, physical attack, intimidation, threats, or property damage.

Harassment in any form is also unacceptable and will result in termination.

Harassment includes unwanted remarks, inferences, gestures, or contact based on a person's age, gender, race, color, national origin, religion, creed, disability, veteran's status, sexual orientation, gender expression, or gender identity.

(3) **We promote a drug-free work environment.**

Anyone reporting to work under the influence of alcohol or illegal drugs, or using alcohol or illegal drugs while on duty, will be terminated without warning. There are no exceptions to this policy.

(4) **Open Door Policy**

The office doors of the full-time staff members swing on welcoming hinges. If you need to talk about anything, we're here for you. We may not have all the answers, but we're willing to listen and help you find the resources you need.

## GREAT BENEFITS

We offer the following benefits during your employment with Intramural Sports. ***NOTE: These benefits are not valid after you end your employment.***

(1) **Workers' Compensation**



If you're injured, due to your work duties, we'll make sure you receive the proper compensation as required by the North Carolina Workers' Compensation Act. More information about Workers' Compensation can be found here: [Workers' Compensation Program Filing Procedures \(ncat.edu\)](https://www.ncat.edu/workers-compensation)

**(2) Flexible Scheduling**

We create the schedule for student employees weekly. We can create a schedule up to two weeks in advance. This allows for flexibility in scheduling and means that employees can request time off and know their schedules beforehand. Our schedule also fluctuates based on programming, so students can tailor their work schedule with their class schedules.

You're responsible for updating your availability each scheduling period. Priority in scheduling is given to employees who submit their availability before the established deadline.

**(3) Substitutions**

If you can't work a scheduled shift, then one of your co-workers will cover for you. If you need a sub, then you should follow the procedures listed below. • **1 Week Before Your Shift:** Create a trade request on Homebase.

- **2 Days Before Your Shift:** If you still need a sub, send a message through Slack, Homebase, or the staff email listserv.
- **1 Day Before Your Shift:** If you still need a sub, call/text your co-workers, send direct messages through Slack, or stop by your respective facility during shift time and ask people in person to cover your shift.

If you follow these procedures and still need a sub, then let your immediate supervisor (part- and full-time staff) know.

**(4) Paychecks**

You'll receive your first paycheck approximately 4 weeks (2 pay periods) after your first scheduled shift. Thereafter, you'll get a paycheck every two weeks if you've worked some hours. You'll usually get paid on Fridays, and NC A&T Payroll will send you a direct deposit notification email.

**(5) Hourly Pay Increases**

The starting pay for an Intramural Sports Scorekeeper is \$9.25/hour. If you receive a promotion, or improve your skills within a position, then you will receive a pay increase if our budget allows. These processes are explained below.

**Promotions**

Two promotions may occur during your tenure with Intramural Sports:

- Scorekeeper/Official to Supervisor/Lead
- Supervisor/Lead to Program Assistant

Pay increases for promotions are \$1.00/hour from the pay rate at the previous position. These pay increases will be awarded after successful completion of the leadership development program for the new position. Successful completion of the leadership development program means receiving a 90% or higher on the skill assessment for the new position.

### **Skill Development**

We also award pay increases for skill development within positions. Skill development means your skills on the Campus Recreation professional development rubric improve over two consecutive semesters.

Pay increases for skill development are \$0.25/hour from the previous pay rate. We typically award these pay increases in August or January, after you meet the following criteria:

- You have worked two consecutive semesters for us. NOTE: One Summer Session counts as a ½ a semester of employment.
- You completely demonstrate improvement in your work performance or continued exceptional work performance.

## **(6) Leadership Development**

We offer three leadership development programs to help you gain skills you'll use during and after your employment in Intramural Sports:

### **Continuing Education**

We offer multiple training courses throughout the semester for each student employment position. These opportunities are designed to enhance your performance within your current position.

### **Supervisor Training Program**

The Intramural Sports Supervisor Training Program prepares staff to lead in the following areas: customer service, facility/access management, and student learning and development. After participating in the program, student staff will be equipped to provide great experiences for our patrons, participants, Scorekeepers, and Officials. The training program features classroom and on-the-job training.

Participants in this program will be selected by the professional staff. The final decisions for promotions will be made by the Intramural Sports Coordinator and Intramural Sports Director. Promotional decisions will be based on performance during the training sessions, feedback from coworkers, and the number of openings for the position.

### **Program Assistant Training Program**

The Program Assistant Training Program prepares participants to lead in our administrative areas of Intramural Sports. After participating in this training, participants will create a welcoming environment while assisting patrons and Intramural Sports participants.

Student staff will also handle managerial and administrative tasks, such as updating Intramural Sports rulebooks and handbooks, holding office hours, and working scheduled events. The training program features classroom and facility training.

Participants in this program will be selected by the professional staff. The final decisions for promotions will be made by the Coordinator and Director of Intramural Sports. Promotional decisions will be based on performance during the training sessions, cumulative exam scores, feedback from coworkers, and the number of openings for the position.

**(7) Student Staff Feedback**

Throughout the semester, you will receive performance evaluations from your supervisor on shift, other Officials/Scorekeepers, or Program Assistants. These evaluations can occur during any Intramural Sport season. After being evaluated, you will talk to your evaluator(s) and discuss areas for growth/improvement and areas where you are excelling.

After the evaluation meeting, you and your evaluator(s) will submit a form notifying the professional staff that you understood your evaluation comments and are willing to improve. A copy of the evaluation will be placed in your employment file.

**(8) Professional Staff Feedback**

You will receive a semester performance evaluation from your immediate professional staff supervisor. During the evaluation meeting, you will talk about your performance during the previous semester. You will discuss where your skills fall on the rubric for your position and develop goals for the following semester if you're not graduating.

After the evaluation meeting, you and your immediate supervisor will sign a copy of the semester evaluation. A copy of the evaluation will be placed in your employment file.

**(9) Gym Access (Summer Only)**

As an employee, you will receive a complimentary gym membership if you work during the summer, but you're not enrolled in summer classes.

## YOUR RESPONSIBILITIES

As a member of our team, you also have responsibilities, which must be completed after you're hired, while you're at work, and when your employment ends. These responsibilities are explained below.

### AFTER YOU'RE HIRED

There are a few things you must do after you receive your official employment offer:

**(1) Attend the Employee Orientation Each Semester/Year**

You'll be invited to an orientation for employees. At this session, you'll meet all the employees with whom you were hired, as well as returning employees. It's also a fun and lighthearted way to gain an appreciation for our mission, vision, and team culture.

**(2) Complete Your Payroll Forms**

You will receive several forms (NC-4, W-4, Direct Deposit, etc.), and you must complete them to be added to our payroll. You cannot clock in to be paid for your shifts until you're officially added to our payroll.

**(3) Complete the CPR/AED and First Aid Classes**

You must complete, or show proof of completing, CPR/AED and First Aid training by the American Red Cross or a similar organization before you will be scheduled for any shifts. After you receive your certification, then it's your responsibility to renew your certification before the expiration date printed on the card. Throughout the year, we will notify you of opportunities to complete these certifications.

Failure to maintain current CPR/AED First Aid certifications will result in suspension of employment.

**(4) Complete Your Homebase Account**

[Homebase](#) is the electronic scheduling software we use to assign shifts. You will receive an email from Homebase containing the log in instructions after you're added to our payroll. After you complete your account, you will be scheduled for and can pick up shifts.

**(5) Complete the Probationary Period**

All newly hired staff must complete a 90-day probationary period. During this period, your employment can be terminated for unsatisfactory performance. Positive reviews during the probationary period will result in continued employment with Intramural Sports.

**(6) Work the Minimum Required Shifts**

You must work at least 10 hours per semester to remain on our staff as an active employee. If you cannot work at least 10 hours per semester, you will be added to our sub (pick-up only) list. To remain on our sub list, you must fulfill these requirements:

- Work at least 4 shifts in a semester
- Attend all mandatory meetings and training courses

If you do not fulfil these requirements, you will be removed from our employee list.

**WHILE YOU'RE AT WORK**

When you're working for us, we expect you to exhibit professionalism and focus on our patrons. These expectations are explained in greater detail below.

### Professionalism

Professionalism is an attitude that blends all the team standards together. Being professional means you:

**(1) Arrive on Time**

- **Opening Shifts:** Arrive 5 minutes before the scheduled shift time
- **Other Shifts:** Arrive at least 2-3 minutes before the shift begins

**(2) Wear Your Uniform**

Here are the uniform requirements for the student team members:

Item	Scorekeepers	Officials	Supervisors / Program Assistants
Name Tag	X		X
Closed-toe shoes	X	X	X
Staff referee T-shirt (short- or long-sleeve), provided after shift arrival		X	
Staff Polo Shirt*	X		X
[Black] Pants, Jeans, Joggers, Leggings, Shorts (not biker style) or Sweatpants**	X	X	X
Items from previous years of employment	X	X	X

**\*NOTE: Do not wear your staff shirts when you're working out in our facilities or when playing Intramural Sports.**

**\*\*NOTE:** Officials are required to wear black workout bottoms during their shifts.

If you lose or damage your nametag or staff shirt, then let your immediate supervisor (professional staff) know before the start of your shift.

**(3) Adhere to the Non-Disclosure Agreement**

Your responsibilities as an Intramural Sports team member involve access to patrons' and coworkers' personal information. The Nondisclosure Agreement is your consent to always protect the confidentiality of this information.

Adhering to this agreement means you:

- Understand the absolute necessity for maintaining appropriate confidentiality of all current or future personal information that you may access, or that may otherwise come into your possession, during your work in Campus Recreation. • Recognize that information that you may have access to during your work shift, (such as name, Banner ID, email, and address) may on its own, or in combination with other information, be considered nonpublic and may fall under the University's definition of Sensitive Information.
- Will not make available, provide visual or machine-readable copies, sell, or intentionally disclose the contents of any item containing Sensitive Information to any organization or person without the written authorization of North Carolina A&T State University.
- Understand that your failure to abide by this agreement is a reasonable basis for appropriate disciplinary action, including termination without prior notice.

#### **(4) Develop Your Skills**

Development means getting better at your responsibilities. As you develop, you'll serve our patrons and participants more competently and confidently. Even better, with Campus Recreation, you'll gain vital skills for life after employment!

We offer continuing education to help you progress within your position. You can enhance your employment experience by investing in yourself through these trainings. The better you become, the better we become!

#### **Focus on the Patrons**

We win when our patrons feel welcomed and prioritized in our facilities. In other words, we must be "4 the people" at all times. By exhibiting the team expectations listed previously, our patrons will know that you're focused on them.

### **BREAKS IN EMPLOYMENT**

Although we hate to see you leave, one day, your employment with Campus Recreation will end. Below, you'll find the acceptable ways to end your employment:

#### **(1) Graduation**

After you graduate, you should update your contact information on the Aggie Access Employee Dashboard. By updating your contact information, you'll ensure that you receive any additional paychecks or important forms that we receive after you graduate.

#### **(2) Resignation**

You can resign from your position with Intramural Sports by providing a two-week notice to the Intramural Sports Coordinator. The two-week notice should be submitted by email or a formal letter.

### **(3) Leave-of-Absence**

We grant leave-of-absences to employees who may be involved in Study Abroad, an internship, or other obligations that will not allow you to work consistent shifts for a semester or more. Leave-of-absence requests must be submitted by email or a formal letter to the Intramural Sports Coordinator.

## **IF YOU MESS UP (DISCIPLINARY ACTION PROCEDURES)**

We believe in helping you reach your potential; therefore, we have disciplinary action procedures to address performance lapses. The goal of our disciplinary action procedures is to help you get back on the right track.

The following behaviors\* can result in disciplinary action:

- Coming to work late, without prior authorization and without informing your immediate supervisor (student and professional staff)
- Not completing all your shift responsibilities
- Not wearing part, or all, of your uniform while you're at work
- Using your cell phone to make/receive personal phone calls or text messages during your shift or while clocked in
- Using the Internet for personal reasons (i.e., check personal emails, Facebook or other social networking sites, Blackboard, or other websites not related to your job responsibilities)
- Engaging in any activity that distracts from your responsibilities while on duty (i.e., using electronic devices, reading books, magazines, or newspapers; completing crossword puzzles, Sudokus, or other games; studying or completing homework assignments)
- Missing a scheduled shift without finding a substitute and without informing your immediate supervisor (student and professional staff)
- Missing a mandatory meeting without prior approval
- Disrespecting your coworkers, patrons, or supervisors
- Failing to renew your CPR/AED or First Aid certifications before the expiration date printed on the cards

The disciplinary actions that will result from these and other behaviors are explained below.

\*NOTE: This list is not all-inclusive.

### **WARNINGS**

Warnings are issued for your first instance of the behaviors listed above. Warnings will be issued by an Intramural Sport Supervisor or professional staff member, who will then meet with you to discuss the warning. Each warning will be documented and placed in your employment file.

## STRIKES

Strikes will be issued for your second instance of the behaviors listed above. The second violation does not have to be for the same behavior. Strikes will be issued by an Intramural Sports Supervisor or professional staff member, who will then meet with you to discuss the strike. Each strike will be documented and placed in your employment file.

## SUSPENSIONS

Suspensions will be issued for your third instance of the behaviors listed on the previous page. The third violation does not have to be the same behavior as the previous two violations. Suspensions will be given by a professional staff member, and the suspension will last for 2 weeks. During this time, you will not be allowed to work any of your normally scheduled shifts. Each suspension will be documented and placed in your employment file.

## TERMINATION REVIEW

A termination review meeting will be scheduled after your fourth instance of the behaviors listed on the previous page. The fourth violation does not have to be the same behavior as the previous three violations. You will meet with a professional staff member, who will determine if you may continue as an Intramural Sports employee. Each termination review, and the resulting decision, will be documented and placed in your employment file.

## IMMEDIATE TERMINATION

Immediate terminations will be given for the following behaviors:

- Sleeping while you're working or clocked in
- Giving the code for lock boxes or facility entrances to unauthorized people
- Using profanity to disrespect or intimidate coworkers, patrons, participants, or supervisors
- Working out before or after operational hours, in any facility, without a professional staff member present
- Assaulting a coworker, patron, or supervisor
- Harassing a coworker, patron, or supervisor
- Consuming alcohol or illegal drugs immediately before or during a shift
- Stealing from our facilities (including from lost and found items)
- Vandalizing any of our equipment
- Inaccurately reporting the hours you've worked



- Behaving improperly (including social media postings) off-duty in such a way that it affects your job performance or violates public trust
- Disclosing patron or coworker personal information without permission

Immediate terminations will be given by a professional staff member, who will meet with you to discuss the termination. Immediate terminations will be placed in your employment file.

## GREIVENCES

We believe in treating our employees fairly, so we also have a system to resolve work-related issues between supervisors and employees. If you feel that you received a warning or strike undeservedly, then you can file a grievance.

Our grievance process is as follows:

**(1) Write a Letter to the Professional Staff**

To file a grievance, write a formal letter and explain your reasons for disagreeing with the warning or strike. Submit this letter to the professional staff in person or via email.

**(2) Wait for the Results of the Review**

The professional staff will review the letter, and the warning or strike, and determine if the disciplinary action will be upheld or overturned. The professional staff will inform you, and the supervisor who issued the disciplinary action, of the final decision. The warning or strike issued, formal letter of grievance, and the final decision of the professional staff will be placed in your employment file after the grievance process is complete.

### Additional Resources

If you need to talk to someone outside of our staff about your grievance, then you can access the University Division of Human Resources. The Division of Human Resources is a safe place where all NC A&T students and employees can talk confidentially about issues, problems, or disputes. For more information, please visit their website: [The Division of Human Resources \(ncat.edu\)](http://ncat.edu).



---

# APPENDICES

## Team Member Agreement

By printing and signing your name below, you acknowledge that you understand, and may be tested on, the following policies and responsibilities:

- (1) **Our statement about changes in policy (pp. 4)**
- (2) **The composition of the “Dream Team” (pp. 5 – 7)**
  - About Intramural Sports

- Mission Statement
- Vision Statement
- Team Members
- Trending Behaviors

**(3) Our Responsibilities (pp. 8 – 11)**

- Great People
- Great Benefits

**(4) Your Responsibilities (pp. 12 – 15)**

- After You're Hired
- While You're at Work
- Breaks in Employment

**(5) What happens "If You Mess Up" (pp. 16 – 18)**

- Warnings
- Strikes
- Suspensions
- Termination Review
- Immediate Terminations
- Grievances

---

Printed Name

---

Signature

---

Date

## CONTACT INFO

### OUR ADDRESS

**Mailing Address:**

Campus Recreation Center  
201 North Benbow Road  
Intramural Sports, Suite 103  
Greensboro, NC 27411

**Street Address:**

Campus Recreation Center  
201 North Benbow Road  
Intramural Sports, Suite 103  
Greensboro, NC 27411

## FULL-TIME STAFF

### **Jonathan Childress**

Director of Campus Recreation

336.285.4230

[jchildress@ncat.edu](mailto:jchildress@ncat.edu)

### **Heather Roberts**

Administrative Support

336.285.4230

[haroberts@ncat.edu](mailto:haroberts@ncat.edu)

### **Gerard Harvey**

Director of Intramural Sports

336.285.4230

[geharvey@ncat.edu](mailto:geharvey@ncat.edu)

### **Amaya Pegues**

Intramural Sports Coordinator

336.285.4230

[alpegues@ncat.edu](mailto:alpegues@ncat.edu)

### **Hermene Elks**

Fitness Coordinator

336.285.4230

[hmelks@ncat.edu](mailto:hmelks@ncat.edu)

### **Vacant**

Esports Coordinator

336.285.4230

## WEB ADDRESS

[Campus Recreation Center \(ncat.edu\)](http://ncat.edu)

[Intramural Sports \(ncat.edu\)](http://ncat.edu)

\*\*\*\*\*AFTER THIS PAGE, DO NOT PRINT\*\*\*\*\*

# Intramural Sports Scorekeeper

## POSITION SUMMARY

Campus Recreation designs and delivers innovative, diverse, and inclusive recreational experiences that stimulate wellbeing, enjoyment, learning and development, and community for the entire university. In support of our mission, the Facilities and Operations team works selflessly to prioritize a great experience for our patrons. Operations Ambassadors are critical members of this team.

Operations Ambassadors are the frontline of our front desks, equipment checkout locations, and activity areas in our facilities. They create a welcoming, clean, safe, and inclusive environment for patrons in these areas. The specific responsibilities for the position are outlined below.

## PRIMARY RESPONSIBILITIES

### **Customer Service**

- Create a welcoming and inclusive environment for patrons at our front desks, equipment checkout locations, and activity areas
- Provide accurate information in response to questions from patrons, or directing patrons to the correct individual or resource that can answer the question(s)
- Ensure that members and guests enter our facilities according to established policies
- Ensure that activity areas are safe and free from policy violations

### **Facility Management**

- Clean equipment and all workspaces thoroughly throughout shifts, according to established schedules
- Set up events properly and punctually
- Initiate emergency action plan, according to established procedures

### **Student Learning & Development**

- Participate in in-service training opportunities that align with Facilities and Operations, Campus Recreation, and Student Affairs outcomes
- Develop meaningful relationships with patrons and guests
- Develop productive relationships with coworkers

### **Institutional Goals**

- Expertise: Produce work that is accurate, thorough, and demonstrates sufficient analysis and decision-making
  - Accountability: Complete required volume of work by established deadlines and stay productive throughout the workday
- Customer-Oriented: Show a solid understanding of customer needs, seek out customer input to better understand needs, and develop ideas to meet those needs
- Team-Oriented: Make decisions with others in mind, and willingly perform additional duties when team members are absent, during times of increased workload, or as otherwise required to meet business needs
- Compliance and Integrity: Choose ethical actions, avoid situations considered inappropriate or that present a conflict of interest, appreciate individual and cultural differences and treat all people with dignity and respect

## **TERMS & CONDITIONS**

### **Expectations**

- Must work at least 2 (two) 3-hour or 4-hour shifts per week. The typical work hours will occur Mon – Sun between 6 am and 12 am
- Must be CPR/AED and First Aid certified throughout the duration of employment
- Must adhere to the established dress code during all shifts

### **Starting Pay**

Operations Ambassadors start at \$9.75/hour.

### **Qualifications**

A strong candidate for this position should have the following:

- Strong communication skills, both written and oral
- Ability to work with multiple constituencies including, but not limited to, students, faculty, and staff
- Ability to accept and receive constructive criticism
- A flexible schedule
- Attention to details
- Willingness to develop as a leader

## **Intramural Sports Official**

### **POSITION SUMMARY**

Campus Recreation designs and delivers innovative, diverse, and inclusive recreational experiences that stimulate wellbeing, enjoyment, learning and development, and community for the entire university. In support

of our mission, the Facilities and Operations team works selflessly to prioritize a great experience for our patrons. The Operations Supervisors are critical members of this team.

The Operations Supervisors is a student leadership position in Facilities and Operations. Their primary task is to exemplify, and empower our Operations Ambassadors to perform, our employment expectations. They primarily provide leadership in the following areas: customer service, facility management, and student learning and development. Their specific responsibilities are outlined below.

## PRIMARY RESPONSIBILITIES

### Customer Service

- Exemplify the customer-friendly behavioral expectations for Facilities and Operations
- Ensure that Operations Ambassadors provide a welcoming and friendly environment
- Interact with patrons; determine their perceptions of the experience within the facility and ensure patrons have a positive experience
- Resolve conflicts related to employment and facility policies or procedures • Serve as a first responder during emergency situations

### Facility Management

- Ensure that the facility is safe, clean, and accessible during scheduled shifts
- Ensure that shift task lists are completed accurately and thoroughly
- Investigate reported problems; submit appropriate reports to inform professional staff

### Student Learning & Development

- Participate in in-service training opportunities that align with Facilities and Operations, Campus Recreation, and Student Affairs outcomes
- Lead in-service training opportunities for Operations Ambassadors that align with Facilities and Operations, Campus Recreation, and Student Affairs outcomes
- Participate in one of the following leadership teams: Engagement, Recruitment and Selection, or Risk Management
- Lead interviews, orientation, and shadowing sessions for new Operations Ambassadors

### Institutional Goals

- Expertise: Produce work that is accurate and thorough, and demonstrate sufficient analysis and decision-making skills
- Accountability: Complete required volume of work by established deadlines and stay productive throughout the workday
- Customer-Oriented: Show a solid understanding of customer needs, seek out customer's input to better understand needs, and develop ideas to meet those needs

Team-Oriented: Make decisions with others in mind, and willingly perform additional duties when team members are absent, during times of increased workload, or as otherwise required to meet business needs

- Compliance and Integrity: Choose ethical actions, avoid situations considered inappropriate or that present a conflict of interest, appreciate individual and cultural differences, and treat all people with dignity and respect

## TERMS & CONDITIONS

### Expectations

- Must work at least 2 (two) 3-hour or 4-hour shifts per week. The typical work hours will occur Mon – Sun between 6 am and 12 am
- Must be CPR/AED and First Aid certified throughout the duration of employment
- Must adhere to the established dress code during all shifts

### Starting Pay

Operations Supervisors receive a \$1.00 increase from their pay as an Operations Ambassador.

### Qualifications

A strong candidate for this position should have the following:

- At least 2 semesters of employment within Facilities and Operations
- Reputation for exemplifying the expectations for Facilities and Operations employees
- Strong communication skills, both written and oral
- Ability to work with multiple constituencies including, but not limited to, students, faculty, and staff
- Ability to accept and receive constructive criticism
- A flexible schedule
- Attention to details
- Willingness to develop as a leader

## Intramural Sports Supervisor

### POSITION SUMMARY

Campus Recreation designs and delivers innovative, diverse, and inclusive recreational experiences that stimulate wellbeing, enjoyment, learning and development, and community for the entire university. In support of our mission, the Facilities and Operations team works selflessly to prioritize a great experience for our patrons. Operations Consultants are critical members of this team.

Operations Consultants are the frontline for the administrative and revenue generating operations for Campus Recreation. They create a welcoming environment while assisting patrons during scheduled or drop-in



meetings, membership and guest pass transactions, event reservation requests, program registration, and working scheduled events. The specific responsibilities for the position are outlined below.

## PRIMARY RESPONSIBILITIES

### **Customer Service**

- Create a welcoming and inclusive environment in the Campus Recreation Administrative Office
- Direct patrons to the appropriate professional staff for phone calls and scheduled or drop-in meetings
- Complete in-person point-of-sale operations, such as registrations and other purchases
- Remain updated on Campus Recreation facilities, programs, and services

### **Event Management**

- Provide service to patrons during walk-in hours for facility reservations
- Meet with groups to plan small events (50 or fewer attendees)
- Supervise scheduled events; ensure that groups follow facility policies and procedures
- Complete check-in/out procedures and setups (as needed) for events

### **Student Learning & Development**

- Participate in in-service training opportunities that align with Facilities and Operations, Campus Recreation, and Student Affairs outcomes
- Orient new employees to the Administrative Office and event operations
- Serve as a liaison for other Campus Recreation employees for facilities, programs, and services

### **Institutional Goals**

- Expertise: Produce work that is accurate and thorough, and demonstrate sufficient analysis and decision-making skills
- Accountability: Complete the required volume of work by established deadlines and stay productive throughout the workday  
Customer-Oriented: Show a solid understanding of customer needs, seek out customer input to better understand needs, and develop ideas to meet those needs  
Team-Oriented: Make decisions with others in mind, and willingly perform additional duties when team members are absent, during times of increased workload, or as otherwise required to meet business needs  
Compliance and Integrity: Choose ethical actions, avoid situations considered inappropriate or that present a conflict of interest, appreciate individual and cultural differences, and treat all people with dignity and respect

## TERMS & CONDITIONS

**Expectations**

- Must work at least 2 (two) 3-hour shifts per week. The typical work hours will occur Mon – Fri between 9am and 9pm. Occasional weekend hours are required
- Must be CPR/AED and First Aid certified throughout duration of employment
- Must adhere to the established dress code during all shifts

**Starting Pay**

Operations Consultants will receive a \$1.00 raise from their Operations Ambassador or Operations Supervisor hourly wage once hired into the position.

**Qualifications**

A strong candidate for this position should have:

- At least 2 semesters of employment within Facilities and Operations
- Reputation for exemplifying the expectations for Facilities and Operations employees
- Strong customer service skills
- Ability to problem solve, especially as it relates to event planning
- Strong communication skills, both written and oral
- Ability to work with multiple constituencies including, but not limited to, students, faculty, and staff
- Ability to accept and receive constructive criticism
- A flexible schedule
- Attention to details
- Willingness to develop as a leader

<b>INTRODUCTION .....</b>	<b>3</b>
Changes in Policy .....	3
General Expectations .....	3
<b>OUR TEAM .....</b>	<b>4</b>
About Facilities and Operations .....	4
Mission Statement .....	4
Vision Statement .....	4
Team Members .....	4
Trending Behaviors .....	5
<b>OUR RESPONSIBILITIES .....</b>	<b>6</b>
Great People .....	6
Great Benefits .....	7 – 9
<b>YOUR RESPONSIBILITIES .....</b>	<b>10</b>
After You're Hired .....	10 – 11
While You're at Work .....	11 – 12
Ending Your Employment .....	13
<b>IF YOU MESS UP .....</b>	<b>14</b>
Warnings .....	14
Strikes .....	14
Suspensions .....	15
Termination Review .....	15
Immediate Terminations .....	15
Grievances .....	15 – 16
<b>APPENDICES .....</b>	<b>17</b>
Team Member Agreement .....	18

Contact Info ..... 19

Job Descriptions ..... 20 – 25