



Northwest Missouri
State University
Campus Recreation
Employee Manual



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1. Introduction

Campus Recreation Employee Manual/Handbook

Updated: Spring 2019

Letter from the Coordinator:

Dear Campus Recreation Staff:

It brings me great pleasure to welcome all of you to the department of Campus Recreation, where dreams come true! ☺ We are hired to serve the students, faculty, staff, and the surrounding Northwest community. You are constantly giving first impressions of our department, programs, services, and the University. With this comes the great responsibility of having professionalism, work ethic, and a commitment to service.

However Campus Rec doesn't merely serve students, faculty, staff, and the surrounding Northwest community. We also serve ourselves. Like most things, you get what you put into your position. The graduate assistants who will be your direct supervisors are examples of this as they have put a lot into their development to be able to be where they are now. However, you don't have to be a graduate assistant to work hard in your position. If you do this I promise you that you will be better prepared for other positions after you graduate by learning transferable skills necessary for the "real world."

Holding a part-time job while in college can benefit students 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 lifelong benefit.

This handbook/manual is intended to assist Student Staff 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 Staff Modules on Canvas, which are designed to make the Northwest recreational experience more enjoyable and safe for all.

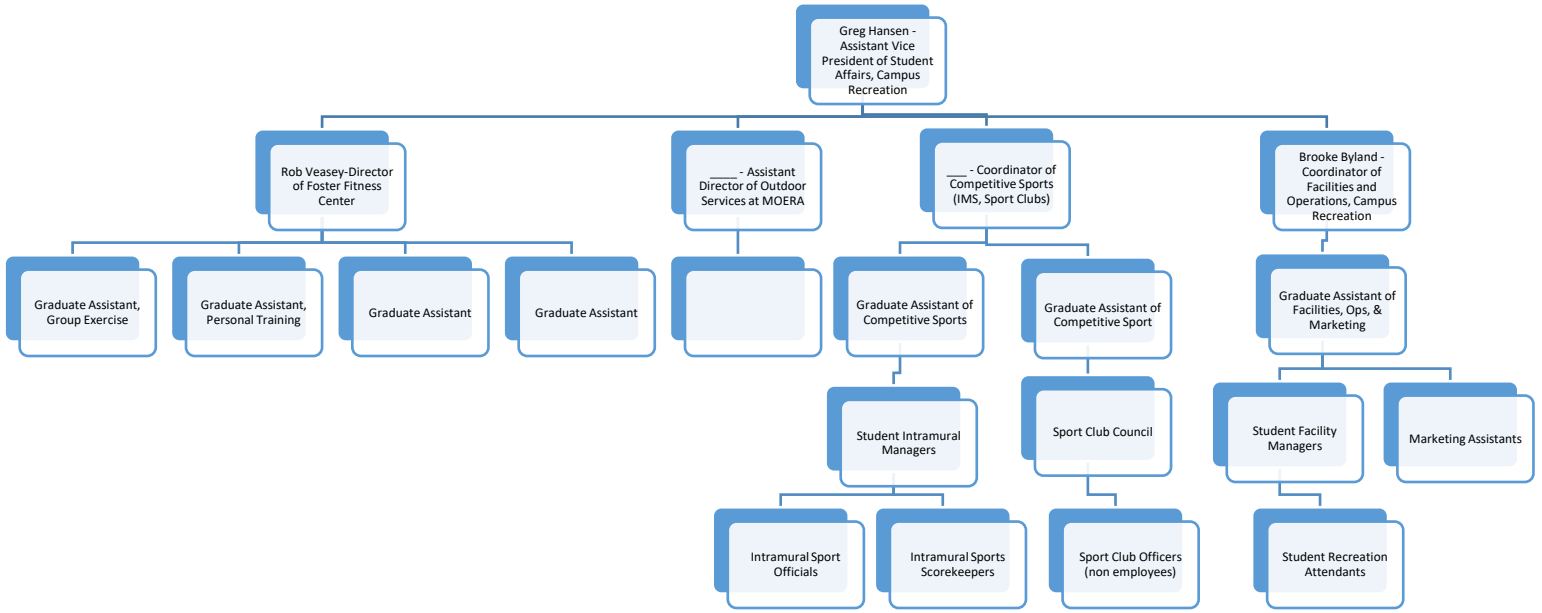
This manual or handbook is intended on giving each employee some basic knowledge of general policies and guidelines for all employees. It is impossible to cover every situation that will occur as you will soon find out through working at the Student Rec Center (SRC), Hughes Fieldhouse (HFH), intramural fields, disc golf course, or at various sport club venues. However, by knowing these guidelines and policies you will be able to apply them to these situations that are not necessarily black and white but instead are grey.

Throughout your time at Campus Recreation you will be evaluated by the AVP, Coordinators, graduate assistants and even your fellow student supervisors both formally and informally. We hope you apply these evaluations to your work and possibly other areas in your life to better the work experience and possibly the student experience during Campus Recreation events. I am looking forward to working alongside you, I won't ask you to do anything I won't do. I am not afraid to help so don't ever be afraid to ask if you have questions. Let's have high standards, embrace change, and have a strong work ethic while enjoying working at Campus Recreation this year.

Sincerely,

Brooke Byland

Coordinator of Facilities and Operations, Campus Recreation
Student Affairs Division



Directory:

Student Recreation Center Front Office.....660-562-1606 / Foster Fitness Center Front Desk.....660-562-1708
 Website.....www.nwmissouri.edu/crec (and/or) <https://www.nwmissouri.edu/recreation.htm>
 Email.....crec@nwmissouri.edu / fitness@nwmissouri.edu (FFC)

| <u>Campus Recreation</u> | <u>Office Phone #'s</u> | <u>Northwest Email</u> | <u>Emergency Phone (cell)</u> |
|--------------------------|-------------------------|--|-------------------------------|
| Greg Hansen (HFH) | 660-562-1917 | ghansen@nwmissouri.edu | |
| Robert Veasey (FFC) | 660-562-1708 | rveasey@ | |
| Chase Hall (MOERA) | 660-562-1759 | chaseh@ | 307-253-8046 |
| Brooke Byland (SRC) | 660-562-1725 | bbyland@ | 660-254-3727 |
| Jordan Mehl (SRC) | 660-562-1743 | jmehl@ | 785-614-0747 |
| SRC Graduate Assistants | 660-562-1606 | crec@ | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| FFC Graduate Assistants | 660-562-1708 | fitness@ | |
| 1. | | | |
| 2. | | | |
| 3. | | | |
| 4. | | | |

Campus Recreation Mission Statement

The mission of the Student Recreation Center and Campus Recreation is to provide desired recreational sports activities and services for the purpose of enhancing students' knowledge, interest and behavior that promote healthy lifestyles, positive human relationships, responsible attitudes and productive leadership skills. The Student Recreation Center will also provide quality space in an attractive environment for activities of the University. It will also provide, through employment opportunities, the potential for students to apply skill and knowledge taught in the HPERD curriculum. Through the provision of these diverse recreational opportunities, the Student Recreation Center performs an active role in the recruitment and retention of students and faculty while acting as a positive public relations tool.

Campus Recreation Vision Statement

- Campus Recreation at Northwest Missouri State University is built upon a foundation of programming excellence in informal recreation, intramural sports, physical education, youth and summer programs, and sport clubs. The efforts of a highly qualified and enthusiastic professional and semi-professional staff ensure a quality recreational experience for the Northwest community.
- Experiential education and leadership opportunities are offered to participants, student staff, interns, semi-professional staff, and professional staff that complement the educational mission of the university. These opportunities add to the growth and development of all involved with Campus Recreation.
- Effective and appropriate use of financial, technological, physical, and human resources will drive the growth and development of the program and enable Northwest Campus Recreation to make itself have more of a presence within MOIRSA and eventually NIRSA.

Campus Recreation Values

Campus Recreation and Northwest Missouri State University creates it foundation by embracing, encouraging, teaching, and advocating seven core values:

1. Student Success
2. Lifelong Learning
3. Intercultural Competence
4. Collaboration
5. Respect and Integrity
6. Strategic Thinking
7. Excellence

Student Employee Learning Outcomes

After completing the fall and/or spring training, Campus Recreation Student employees will be able to:

- Articulate and perform all required job responsibilities
- Understand where their job fits into the mission, vision, strategic directions, and bigger picture of Campus Recreation.
- Maintain safe programs and facilities, and implement the Campus Recreation Emergency Action Plan when necessary.
- Provide quality customer service to all Campus Recreation patrons and program participants.

Through employment in Campus Recreation, students will:

- Have a greater connection to the Northwest Community.
- Be able to function successfully as a member of a team.
- Have a demonstrated ability to resolve conflict in a variety of settings.
- Understand and be able to meet the general expectations of any job (punctuality, time management, organization, interpersonal skills, etc.), regardless of what career they go into following graduation.
- Have a greater sense of personal and social responsibility, and be able to successfully contribute to their community.

Student Development Series

- The student development series is a combination of training, social, and other developmental opportunities for Campus Recreation employees. Some events in the series are mandatory, and some are optional. Please note that this list is for department-wide events and may not include functional area-specific trainings or socials. More specific information, such as time and location, can be found on the staff google site!

| | |
|--|--|
| Fall CPR, AED, First Aid Training (GA's, supervisors only) | -----TBD, weekend before classes start |
| Fall Staff Training (All Staff) | -----TBD, weekend before classes start (and must take online module training on Canvas the summer before the weekend before classes start) |
| Fall Staff Appreciations | -----TBD, throughout the semester, once/month |
| Fall BEARCATemy Awards | -----TBD |
| Fall Graduates Happy Hour at A&G | -----Week before Finals Week or Week of Finals Week |
| Winter Staff Training | -----TBD |
| Spring CPR, AED, First Aid Training (GA's, supervisors only) | -----TBD, weekend before classes start |
| Spring Staff Training (All Staff) | -----TBD, weekend before classes start |
| Spring Staff Appreciations | -----TBD, throughout the semester, once/month |
| Spring BEARCATemy Awards | -----TBD |
| Spring Graduates Happy Hour at A&G | ----- Week before Finals Week or Week of Finals Week |
| Summer Staff Training | -----TBD |

2. Policies & Procedures

General Expectations

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 Campus Recreation Department, and Northwest Missouri State University. A positive attitude and professionalism towards all patrons and co-workers contributes greatly to the overall quality and success of 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.

Campus Recreation employees are expected to:

- Understand and adhere to all policies covered in the Northwest Campus Recreation Employee Manual, as well as any other job specific policies not covered in this manual (see Canvas Modules).
- Attend all required trainings and meetings.
- Complete the online HR orientation within 3 days of being hired.
- Maintain current required certifications.
- Report to all shifts on time (5-10 minutes early).
- Be neat, clean, and in proper uniform during all shifts.
- Provide quality (excellent) customer service to all patrons and participants.
- Accurately clock in/out and report hours on CatPaws.
- Check Northwest email daily and regularly check the employee website, GroupMe, or WhentoWork for important job-related information.
- Respect all Campus Recreation facilities and equipment.
- Act as a role model whenever participating in any Campus Recreation programs.
- Positively represent Campus Recreation, whether at work or not.

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 all the 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.
- The employee dress code is in place to enhance the level of professionalism throughout Campus Recreation, add consistency throughout all areas within Campus Recreation, and to make our staff members easily recognizable to all patrons and participants.
 - Employees should wear their staff shirt or a Northwest Missouri State University shirt or polo when they work unless they are an official (officials' wear a striped shirt). Employees should wear either khaki or black pants or shorts. If you are not an official you may also have the choice of wearing blue jeans. Sweatpants and yoga pants are not allowed.
 - During cold weather, staff are permitted to wear long-sleeves under the required staff shirt, a Campus Recreation fleece (except for intramural officials), or check out a jacket if one is available.

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), how may I help you?"
3. "May I help you?", "Can you please hold?", "Thanks for holding", "May I ask who is calling?"
 - a. EXAMPLE: "Good Morning, thanks for calling Campus Recreation, How may I help you?"

Placing Calls on Hold

- Always place the telephone on HOLD or MUTE 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:
 1. "Campus Recreation, Can you please hold?"
 2. "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."
 - a. Make sure you get a call back number!
- 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.

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. PHONE MESSAGE BOOK!!!
- 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.

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 Camus 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.

Keys, Equipment and Other University Property

All keys, equipment, manuals, books, and subscriptions issued to University employees become the responsibility of the employee. Keys are not to be loaned or otherwise distributed to other personnel, faculty or students. All items issued to University employees (including pagers, cell phones, radios, etc.) may be recalled by the University at any time and must be surrendered upon cessation of employment.

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.

Minors in the SRC and HFH

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. No one under the age of 18 years old should be in the SRC at any time. No one under the age of 13 should be in HFH without a parent/guardian.

Studying, Reading, & Cell Phones/Electronics

- 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.
- Customer Service is the primary responsibility of all Campus Recreation employees. Staff in certain desk positions 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.
- **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, or we will implement the phone box policy if needed.**

Meal and Rest Periods

For Student staff 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 on duty to arrange a break to eat. Graduate assistants will be provided a meal period of at least 30 minutes long if they are scheduled for an increment of eight hours or greater. Meal period of at least 30 minutes long generally are not compensable time if the employee is relieved completely from duty for the purpose of eating. Any other breaks shall be discussed with the supervisor.

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.

Code of Conduct

- The vast majority of the work in the Campus Recreation Department is done by students for students. The purpose of the department is to serve the University community, the most of which are students. Students pay fees that built and operate the Campus Recreation Department.
- 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 and all participants in Campus Recreation programs. Recreation facilities and programs cannot operate without supervision. These 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 or receive less hours on the work schedule. 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. If you absolutely cannot find a replacement well in advance, discuss options with the GA or direct supervisor. 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 SRC.
 4. Student Staff shall not be in the building unauthorized after hours.
 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.

Staff as Participants

All Campus Recreation employees are encouraged to actively participate in a variety of Campus Recreation programs and utilize its facilities. However, employees will be held to a higher standard while participating in activities. Please remember to follow all of the policies and procedures. If any employee fails or refuses to follow policies and guidelines put in place for the Campus Recreation activity or area they may lose privileges and/ or receive job-related sanctions. When participating on an Intramural Sport Team, you should not have more than 3 Campus Recreation employees on one team.

3. Human Resources

Hiring & Clearance

Positions will be periodically posted online on the Human Resources website under student employment. Please always apply via application on NEOGOV to be considered.

Upon hiring new employees are expected to complete all necessary paperwork at the Human Resources Office. If you come to work without completing this step you will be asked to leave until you have done so. When submitting paperwork employees must present one of the following sets of original documents (COPIES AREN'T PERMITTED!!!)

- US Passport
- State issued identification card AND Social Security card
- State issued identification card AND Birth Certificate

Certifications

Many jobs within Campus Recreation require one or multiple certifications. Some these certifications must be obtained by applicants prior to being offered a job; however, any new employee needing a CPR, AED, and/or First Aid certification will have an opportunity to take that certification class during the fall/spring employee staff training. Any employees unsure about certification requirements should contact their direct supervisor.

Pay Scale:

- Level 4: Facility Student Manager (Facility & Intramurals).....\$9.50 per hour
- Level 3: Intramural Sports Official.....\$9.00 per game
- Level 2: Marketing Assistant.....\$8.70 per hour
- Level 1: Recreation/Intramural Attendant (front desk, scorekeeper, oasis).....\$8.60 per hour (min wage)

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.

Pay Periods

Pay day for student employees is the 25th of every month. When the 25th of the month is on a holiday or weekend pay day is the first business day prior to the 25th of the month. All student employees have the option of direct deposit or AccelaPay card.

Payroll

Graduate assistants are paid once per month following the month work was performed. Payday for graduate assistants is on the last day of the month or prior to, if the last is a Northwest Missouri State University 32 holiday or weekend. Direct deposit is available and graduate assistants may enroll by reporting to the Payroll Office with identification and voided check. New employees using direct deposit must sign an authorization form to have their paycheck electronically transferred to a bank. If a graduate assistant does not enroll in direct deposit, payment may be picked up at the Bursar’s Office in the Administration Building upon presentation of identification. Graduate assistant time sheets must be submitted to their supervisor by the 10th of each month they earn a paycheck. The Payroll Office receives records of time worked by each employee and ensures proper payment in accordance with

Northwest, Internal Revenue Service, Fair Labor Standards Act and federal work-study policies and laws. Failure by graduate assistants to follow proper procedures may result in untimely payment to students.

Web Time Entry Quick Reference for Graduate Assistants

Time Sheets must be submitted on-line to your supervisor by 5 PM on the 10th of each month. If the tenth falls on a Saturday or Sunday, the deadline will be the prior Friday.

1. Log in to CatPAWS.
2. Click on the Employee Tab.
3. Select the appropriate Position and Pay Period.
4. Click Time Sheet.
5. Entering Unit:
 - a. Click 'Enter Hours' on the first day you worked in the month
 - b. In the hours box, enter 1

****Note-**only enter one hour on one day each month worked. Do NOT enter one hour on each day.

- c. Click Save
6. Confirm that the total number of hours for the month is one.
7. Click on Submit for Approval.
8. Verify that the time sheet has been submitted by reviewing the bottom of the screen. The Submitted for Approval By... line should display the date.
9. You may log in again before the payroll due date to verify that your supervisor has approved your time sheet. Your supervisor is required to approve time sheets by 5 PM of the first business day after the employee submission deadline.

BEWARE: Be sure to use navigation buttons within WTE. Do NOT use browser navigations such as the Back arrow. Do NOT double click WTE navigation buttons. Failure to properly navigate within WTE can result in a time sheet error.

Web Time Entry Quick Reference for Undergraduate Students

Time Sheets must be submitted on-line to your supervisor by 5 PM of the first business day after the end of the pay period.

1. Log in to CatPAWS.
2. Click on the Employee Tab.
3. Select the appropriate Position and Pay Period.
4. Click Time Sheet.
5. Preview to validate all scheduled days of work exist for the pay period.
6. Entering Time:
 - a. Click 'Enter Hours' for the day you are entering time
 - b. If you are entering additional time for a day where you have already entered time, click on the hours for that day
 - c. Enter time in/out (be sure to select AM/PM) Time must be entered in 15 min intervals
 - d. Click SAVE
 - e. Click EXIT
7. Please enter hours daily.
8. Preview entire time sheet on last working day of pay period to validate accuracy and completeness.
9. Click on Submit for Approval only after you have completed entering all hours worked for the entire pay period.
10. Verify that the time sheet has been submitted by reviewing the bottom of the screen. The Submitted for Approval By... line should display the date.
- 11. You may login again before the payroll due date to verify that your supervisor has approved your time sheet. Your supervisor is required to approve time sheets by 5 PM of the second business day after the end of the pay period.**

4. Trainings, Scheduling, Dress Code

Trainings and Meeting

All Campus Recreation employees are required to attend all mandatory trainings each year; All staff trainings one in the fall semester and one in the spring semester. In addition, each program area will have its own mandatory trainings and meetings that staff must attend. Trainings and meetings are necessary for Campus Recreation employees to effectively complete all job requirements, address any job-related concerns, and provide consistency throughout Campus Recreation. Any new employee who does not attend a mandatory training will be terminated from employment. A complete list of trainings and meetings is available on the Campus Recreation Google Site.

Scheduling & Substitutions

All staff positions are scheduled using Whentowork.com, an online scheduling program. Upon hiring, employees will have a When2Work (W2W) profile created. After that profile is created, the employee will receive an email from W2W with login instructions (please check your junk box, or Barracuda network security). Availability, as well as any subsequent changes in availability, should be submitted in the manner described by your direct supervisor. After your availability has been submitted and a schedule has been created, W2W should be checked regularly and used to:

- View your work schedule.
- Find a substitute.
- To pick up additional shifts for others trying to find a substitute.
- Communicate with your supervisor and/or co-workers on schedule-related issues.
- Request days off.
- Check the message board for important information posted by your supervisor.

Submitting Hours & Paychecks All employees are required to report their own hours in both When2Work and CatPaws by the end of the first day of each month. Your supervisor will approve these times within the next two days.

Dress Code

The employee dress code is in place to enhance the level of professionalism throughout Campus Recreation, add consistency throughout all areas within Campus Recreation, and to make our staff members easily recognizable to all patrons and participants.

Employees should wear their staff shirt or a Northwest Missouri State University shirt or polo when they work unless they are an official (officials' wear a striped shirt). Employees should wear either khaki or black pants or shorts. If you are not an official you may also have the choice of wearing blue jeans. Sweatpants are not allowed.

During cold weather, staff are permitted to wear long-sleeves under the required staff shirt, a Campus Recreation fleece (except for intramural officials), or check out a jacket if one is available.

5. Risk Management

Emergency Action Plans (EAP):

- All Campus Recreation Full Time Staff, GA's, and Supervisors will be CPR and AED Certified. Use your judgement on what needs to be done for the participant using the CPR AED training you received. Perform First Aid up to your ability level, as taught. Always ask what happened, even if you saw the whole situation and what you can do to help.
 - Call UPD (660-562-1254) for all emergencies so they can help direct the ambulance (fights, break-ins, minor emergencies such as unruly participants or injuries)
 - Everyone should have UPD as a contact in their phone, as well as the GA's and Coordinators for safety reasons!!!
 - CALL 911 for all life threatening emergencies or the ambulance
- Inside the SRC – follow the action plans posted throughout the SRC for any issues (weather, intruder, etc.)
 - Tornado: the SRC participants go to the basement of Lamkin ("grey area")
 - Fire: nearest exit
 - Active Shooter: Run, Hide, Fight – you should have to take this quiz online!
- Inside the HFH –
 - Tornado: the HFH participants go to the basement locker rooms
 - Fire: nearest exit
 - Active Shooter: Run, Hide, Fight – must take the online quiz!
- Weather – use common sense. Check weather forecasts via the Internet, phone, radio, etc. Follow emergency action plans. Do not make last minute decisions. "If you see it, flee it; if you hear it, clear it"
 - Use the lightning detector located in the SRC for any outdoor programs/events.

Emergencies and Injuries

Fill out accident/injury reports *accurately and completely!*

- Anything more than a minor bump, scrape or bruise deserves a report to be filled out. If you're ever unsure, fill one out!!!

In the case of an injury...

- Stop the game, allow the Supervisor to quickly assess the situation
- Staff should not perform any type of first aid unless they are certified

All Supervisors and Graduate Assistants Must be certified!

Emergencies...

- The first priority as a supervisor is to ensure the safety of everyone at all times.
 - Report to the Supervisor and follow their instructions

- If an individual/team's conduct is endangering anyone, stop the contest immediately and call UPD!
 - Campus Police: 660-562-1254 (always ok to call to be safe!)
 - 911

Blood...

- Stop the game
- Remove the participant who is bleeding
- Supervisor performs first aid
- Once the participant no longer has blood on his/her person, then he/she may return to the game.

The participant is NOT charged UNLESS they get in the ambulance and go for a RIDE.

6. Employee Conduct

Disciplinary Procedures

As an employee of Northwest Campus Recreation, you are required to follow all policies outlined in this manual, as well as your specific job responsibilities and policies. Failure to do so will result in the implementation of the following disciplinary process:

- **1 point is a minor offense.** An employee can receive multiple 1 point offenses until it reaches a total of three (3) points. Three (3), one (1)-point offenses will result in a one (1) week suspension. Any more than three (3), one (1)-point offenses will result in an indefinite suspension and a meeting with the Coordinator(s) and respective GA(s).
 - Examples include but are not limited to: Dress code violation, five (5) minutes late or less to an assigned shift/meeting, poor behaviors/choices
 - Employee will receive an: Email
- **2 points is between a minor and suspension offense.** This offense is normally something more than minor but not warranting a suspension. It could be a minor offense that has occurred more than once.
 - Examples include but are not limited to: 6-15 minutes late to an assigned shift/meeting, wearing staff clothing to the bar
 - Employee will receive an: Email and/or Meeting
- **3 points is a suspension offense.** This offense will skip the minor offense and will automatically receive three (3) points and a suspension. Once the employee receives a three (3) point offense, the employee will receive a week suspension or more if it is a repeat offense after they meet with the Coordinator(s) and respective GA(s).
 - Examples include but are not limited to: No call, No show with no other previous discipline issues, 16+ minutes late to a shift
 - Employee will receive a: Email and/or Meeting
- **Immediate 4 points is a major offense.** This offense will skip the minor and the suspension offenses and will automatically receive four (4) points and an indefinite suspension. Once the employee receives a four (4)-point offense, the employee will receive an indefinite suspension until after the meeting with the Coordinator(s) and respective GA(s). After the meeting the employee will be given their exact suspension time. They are not allowed to work or pick up shifts during this time, however may be required to attend a training/meeting if it is scheduled.
 - Examples include but are not limited to: No call, No show with previous discipline issues
 - Employee will receive a: Email and Meeting
- **Reaching the total of 5 or more points** will result in no shifts given to the employee for the academic trimester and renewal of employment for the next trimester will be forfeit. The employee will meet with the Coordinator(s) and GA(s) 2-3 times before they're taken off of the schedule completely. The employee will be notified of their termination and have another meeting with the Coordinator(s), Assistant Vice President (AVP) of Student Affairs, Campus Recreation, and respective GA(s) as they should have had 1, 2, or more meetings with the Director already due to their performance.
 - Examples include but are not limited to: Violence, Discrimination, Harassment, Under the Influence of drugs/alcohol
 - Employee will receive a: Multiple Meetings
- The employee can have "1-2 points" taken away if the employee is showing effort that he/she/they is picking up shifts from the trade board, the employee has been going above and beyond normally on their shifts for the week, or the employee has received good and relevant referral to the GA's or the Coordinator(s).
- The employee can have "3-5 points" taken away if the employee volunteers for a MoIRSA or NIRSA event and has a good performance while doing so. The employee shows exceptional work ethic for the month and/or becomes an employee of the month for Campus Recreation.

- Below are some of the ways an employee can both gain and lose points
 - Most minor offenses will follow this process. These offenses include, but are not limited to, tardiness, failure to wear proper uniform, failure to properly and completely fill out required forms, failure to complete job responsibilities, and failure to follow written policies.
 - Some offenses may skip the verbal warning and begin the disciplinary process at the second offense. These offenses include, but are not limited to, missing a mandatory meeting or excessive tardiness (more than fifteen minutes). Missing a scheduled shift (no call, no show) will be considered a third offense and result in a minimum one week suspension.
 - Showing up to work under the influence of alcohol and/or drugs will result in immediate termination. Please note that this disciplinary process is a guideline. All final decisions are at the discretion of the employee's direct supervisor.

Evaluation

Evaluation is an important tool used to increase the effectiveness, efficiency, and overall quality of work done by the employee, thus improving Campus Recreation. All employees should expect to be evaluated, both formally and informally, throughout their employment with Northwest Campus Recreation. Improvement-oriented evaluations may take place during shifts through feedback by shift supervisors and/or professional staff, before or after meetings, or formally through an end-of-semester or end-of-year performance appraisal.

Grievance Procedures

In any case of misunderstanding or misinterpretation of employee policies, procedures, or work practices, the following steps may be taken:

- The aggrieved employee should make every effort to resolve the problem with the shift supervisor, informally.
- If the aggrieved employee is dissatisfied with the action (or lack thereof), the direct supervisor (semi-professional staff) should be contacted and a meeting will be arranged to discuss the grievance.
- If the aggrieved employee is still dissatisfied, a meeting may be scheduled with the Director of Campus Recreation.
- In any instance of discrimination or sexual harassment, the aggrieved should contact in all cases, the EEO Officer or his or her designated representative will be available to hear complaints. The EEO Officer can be contacted at: EEO Officer, Northwest Missouri State University, 800 University Drive, Maryville, Missouri, 64468-6001 (660-562-1128).

Staff Awards

Several staff awards are given throughout the year to recognize exceptional employees within Campus Recreation. Most of these awards recognize employees within a functional area and criteria/nomination protocol vary based on the award. Additionally, there are two annual departmental awards detailed below.

The Campus Recreation Service Award is presented annually to a Campus Recreation part-time employee who has exhibited exceptional dedication, loyalty, customer service, and teamwork throughout his/her employment in Campus Recreation. Recipients are role models as employees, patrons, and participants, and have made a positive impact on the department during their employment. To be eligible, the candidate must be employed by Campus Recreation for a minimum of two years.

The Campus Recreation Leadership Award is presented annually to a Campus Recreation student employee who has demonstrated exceptional leadership in both formal and informal capacities. Recipients are proven leaders within their own staff and throughout the department, and have made a positive impact on the department. To be eligible, the candidate must be employed by Campus Recreation for a minimum of two years and be in a supervisory or leadership position.

Nomination forms for the Service Award and Leadership Award will be available during the spring semester on the Campus Recreation Google Site. Both part-time employees, semi-professional staff and professional staff can nominate employees for both awards. All nominations must be submitted by April 1st. Recipients of all Campus Recreation annual awards will be announced at the annual Bearcatemy Awards.

BEARCATemy Awards:

- Leadership Award, Service Award, Best Performance in a Recreation Attendant Role, Best Performance in a Score Keeper Role, Best Performance in an Official Role, Best Performance in a Campus Recreation Supervisor Role

Employee of the Month Awards:

- September, October, November, December/January, February, March, April

7. More Detailed Northwest Policies & Procedures

Equal Employment Opportunity

Northwest Missouri State University is an affirmative action/equal opportunity employer. The University emphasizes the dignity and equality common to all persons and adheres to a strict nondiscrimination policy regarding the treatment of individual faculty, staff, and students. In accord with federal law and applicable Missouri statutes, the University does not discriminate on the basis of race, color, religion, national origin, sex, ancestry, age, disability, genetic information, or status as Vietnam-era veteran, in employment or in any program or activity offered or sponsored by the University. As an equal opportunity employer, the University promotes and maintains affirmative action programs to ensure that all individuals participate fully in every facet of employment opportunities. The University also provides equal employment opportunities with reasonable accommodation, when appropriate, to qualified applicants and employees with disabilities. An employee with questions or concerns about any type of discrimination in the workplace is encouraged to bring these issues to the attention of the Equal Employment Opportunity (EEO) Officer, who may be contacted at: EEO Officer, Northwest Missouri State University, 800 University Drive, Maryville, Missouri, 64468-6001 (660-562-1128). Employees can raise concerns and make reports without fear of reprisal. Employees found to be engaging in any type of unlawful discrimination will be subject to disciplinary action, up to and including termination of employment. Copies of the University's Equal Employment Opportunity ("EEO") Guidelines are available in the Office of Human Resources.

Harassment

Northwest's Commitment to All members of the University community have an interest in increasing and maintaining an environment free from harassment, including sexual harassment. Sexual harassment, including sexual violence, is a violation of federal and state law, as well as Northwest policy. All faculty, staff, and students need to be aware that they will be subject to disciplinary action for violations of this policy up to and including termination. Northwest is committed to providing an environment in which individuals are treated fairly and with respect. Harassment will not be tolerated under any circumstances within the University's jurisdiction, whether it is in an academic, employment, residential, or social situation.

The Definition of Sexual Harassment/Sexual Violence Defined by the Equal Employment Opportunity Commission ("EEOC"), unwelcome sexual advances, requests for sexual favors, and other verbal or physical contact of a sexual nature constitute sexual harassment when:

- Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment or academic standing, or
- Submission to or rejection of such conduct by an individual is used as the basis for employment decisions or academic evaluations affecting such individual, or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's work or academic performance or creating an intimidating, hostile, or offensive working, academic, or social environment. Examples of conduct that may constitute sexual harassment include: •
- Verbal: suggestive comments about a person's clothing, body, or sexual activity; humor or jokes about sex or about gender-related characteristics; sexual innuendos and comments; direct or indirect threats linked to sexual propositions or sexually explicit questions
- Nonverbal: suggestive or insulting sounds (leering, whistling); display of sexually explicit pictures or photographs; obscene gestures; staring at a person's physical features
- Physical: intentionally brushing a person in passing; inappropriate touching, patting, or tickling; pinching or squeezing; coerced sexual activity and sexual assault
- Written: suggestive notes, letters; suggestive E-mail messages, text messages Reporting Procedure Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment.

If you feel you have experienced or observed any form of unlawful harassment, please take the following actions:

- Promptly advise the offender(s) that the conduct is unwelcome and request that it be stopped immediately. Northwest Missouri State University
- Document the incident as to date, time, place, witnesses, and nature of the incident.
- Report the incident to the EEO Officer immediately. In all cases, the EEO Officer or his or her designated representative will be available to hear complaints. The EEO Officer can be contacted at: EEO Officer, Northwest Missouri State University, 800 University Drive, Maryville, Missouri, 64468-6001 (660-562-1128). Additional Points Every effort will be made to ensure the confidentiality of those who report a complaint or participate in the procedures. Persons making false accusations in harassment cases will be subject to disciplinary action, up to and including termination of employment. Persons, who

retaliate against those who report sexual harassment, use the reporting procedures, or are involved in the harassment procedure, will likewise be subject to disciplinary action, up to and including termination.

Consensual Amorous Relationships in General

There are special risks in any sexual or romantic relationship between individuals in inherently unequal positions, and parties in such a relationship assume those risks. In the University context, such positions include (but are not limited to) supervisor and employee, senior faculty and junior faculty, mentor and trainee, and professor and student. Because of the potential for conflict of interest, exploitation, favoritism, and bias, such relationships may undermine the real or perceived integrity of the supervision and evaluation provided. Such relationships may be less consensual than the individual whose position confers power or authority believes. The relationship is likely perceived in different ways by each of the parties to it, especially in retrospect. Moreover, such relationships may harm or injure others in the academic or work environment. Relations in which one party is in a position to review the work or influence the career of the other may provide grounds for complaints by third parties when that relationship gives undue access or advantage, restrict opportunities, or creates a perception of these problems. Furthermore, circumstances may change, and conduct that was previously welcome may become unwelcome. Even when both parties have consented at the outset to a romantic involvement, this past consent does not remove grounds for a charge based upon subsequent unwelcome conduct after notice is given that such conduct is no longer welcome. Where such a relationship exists, the person in the position of greater authority or power will bear the primary burden of accountability, and must ensure that he or she, and this is particularly important for teachers, does not exercise any supervisory or evaluation function over the other person in the relationship. Where such recusal is required, the recusing party must also notify his or her supervisor or department head, so that such supervisor or department head can exercise his or her responsibility to evaluate the adequacy of the alternative supervisory evaluative arrangements to be put in place. Student employees, may instead, as an option, notify the Office of Human Resources. To reiterate, the responsibility for recusal and notification rests with the person in the position of greater authority or power. Failure to comply with these recusal and notification requirements is a violation of this policy, and therefore grounds for discipline, up to and including termination.

With Students the University will view it as unethical and a violation of this policy if University employees engage in sexual or romantic relationships with students enrolled in their classes or subject to their supervision. Such employee-student relationships may include, but are not limited to, faculty and student, advisor and advisee, teaching assistant and student, coach and athlete, the individuals who supervise the day-to-day student living environment of student residents, student employee and student, and student employee supervisor and student employee. The behavior is, in most cases, unethical even when the relationship is consensual (i.e., both parties have consented), because the voluntary consent of the student is in doubt, given the power imbalance in the student-employee relationship. Even if consent were to be shown, a clear conflict of interest would still exist which might create the appearance of discrimination or favoritism in grading or access to educational opportunities.

Relationships between a graduate student and an undergraduate student, when the graduate student has some supervisory responsibility for the undergraduate student, are covered by this policy. An employee with questions or concerns about consensual amorous relationships in the workplace is encouraged to bring these issues to the attention of the EEO Officer.

Disability and Reasonable Accommodation

Northwest's Commitment Northwest Missouri State University is committed to providing an accessible and supportive environment for employees with disabilities. Equal access for qualified employees with a disability is an obligation of the University under Section 504 of the Rehabilitation Act of 1973, the Americans with Disabilities Act of 1990 ("ADA"), and the ADA Amendments Act of 2008 (ADAAA).

The University does not discriminate on the basis of disability against otherwise qualified individuals in any program, service or activity offered by the University. The University is committed to ensuring that no otherwise qualified individual with a disability is excluded, denied services, segregated or otherwise treated differently than other individuals because of the absence of auxiliary aids or other appropriate services; however, accommodations cannot result in an undue hardship to the University or fundamentally alter the essential functions of the job.

Reasonable Accommodation:

A modification or adjustment to a position, an employment practice, or the work environment that makes it possible for a qualified individual with a disability to perform the essential functions of the position. Examples of reasonable accommodations may include, but are not limited to: (1) making existing facilities readily accessible to and usable by persons with disabilities; (2) job restructuring, modifying work schedules, reassignment to a vacant position; or (3) acquiring or modifying equipment or devices, adjusting or modifying examinations, training materials, or policies, and providing qualified readers or interpreters.

Procedure to Request a Reasonable Accommodation

Applicant and employee requests for reasonable accommodations shall be made to the Office of Human Resources. Supervisors or representatives of the Office of Human Resources receiving a request should immediately contact the EEO Officer for guidance.

Appeals/Grievance Procedure In the event an employee disagrees with the determination and/or proposed accommodation, he or she may contact the EEO Officer. Confidentiality All necessary steps will be taken to ensure the confidentiality of information pertaining to an employee's disability or request for accommodation. Information should be shared on a limited basis with supervisors or department heads regarding necessary accommodation, first aid, emergency procedures, and insurance companies, as necessary. All medical records of employees are kept in separate confidential files.

Implementation and Responsibility:

Employees are responsible for initiating requests for any desired disability related workplace accommodations. Requests by non-faculty employees should be made to supervisors or to the Office of Human Resources; faculty employees should contact their department head or the Office of Human Resources. Supervisors/Department Heads are responsible for receiving requests for workplace accommodations, informing employees of the process and referring requests to the Office of Human Resources. Supervisors are also responsible for initiating a discussion concerning accommodations when they have reason to believe that an employee's disability precludes the employee from initiating a request. Supervisors should inform the Office of Human Resources of all requests for accommodations. Office of Human Resources is responsible for evaluating the request, determining what type of documentation is necessary, and determining if the requested accommodation is appropriate and effective. **Definitions Disability:** The term "disability" means, with respect to an individual— (a) a physical or mental impairment that substantially limits one or more major life activities of such individual, (2) a record of such an impairment; or (3) an impairment that is episodic or in remission if it substantially limits a major life activity when it is active.

Substantial Limitation:

An impairment is substantially limiting if it prohibits or significantly restricts an individual's ability to perform a major life activity as compared to the ability of the average person in the general population to perform the same activity. The determination of whether an impairment substantially limits a major life activity depends on the nature and severity of the impairment, the duration or expected duration of the impairment, and the permanent or long-term impact of the impairment.

Major Life Activity:

A major life activity is defined as the act of caring for oneself, performing manual tasks, seeing, hearing, eating, sleeping, walking, standing, lifting, bending, speaking, breathing, learning, reading, concentrating, thinking, communicating, and working. A major life activity also includes the operation of a major bodily function, including but not limited to, functions of the immune system, normal cell growth, digestive, bowel, bladder, neurological, brain, respiratory, circulatory, endocrine, and reproductive functions.

Qualified Individual with a Disability:

An employee or applicant for employment who, with or without a reasonable accommodation can perform the essential functions of the position.

Essential Job Function:

The fundamental duties of the position or the primary reasons the position exists. The University does not have to eliminate an essential function from the position, nor does it have to lower quality or performance standards to make an accommodation, as long as those standards are applied uniformly to employees with or without a disability. The University does not have to create a new position to accommodate an employee.

Undue Hardship:

An accommodation or action requiring significant difficulty or expense when considered in light of factors such as the University's size, financial resources, and the nature and structure of its operation. Undue hardship also refers to an accommodation that is unduly expensive, substantial, or disruptive, or one that would fundamentally alter the nature of the position.

At-Will Employment

Unless otherwise agreed in writing signed by the Board of Regents and subject to these policies and any applicable law, all University graduate assistants are employed on an at-will basis. This means that employment is not guaranteed for any specific duration of time, and the University retains the right to terminate an individual's employment at any time, with or without cause. No oral representations made by a University employee with respect to continued employment can alter this relationship. Likewise, no statement made in this Graduate Assistant Handbook is intended to alter the at-will nature of employment with the University.

Confidentially

Employees of the University and the University anticipate that while serving the University, employees may come into contact with, produce, and/or learn confidential information concerning the University's personnel, business, including but not limited to its method of doing business, trade secrets, patents, data, and other similar information. Employee shall have access to such information under the conditions that such confidential and/or proprietary information remain confidential and the property of the University.

- A. All information of a tangible or intangible nature disclosed to Employee, shall be considered confidential and the property of the University.
 - B. All rights in and title to confidential information, related materials, samples, products, data or processes disclosed to employees, shall remain the property of and/or vest in the University.
 - C. Employees shall not, without the prior written consent of the President (Chair) of the Board of Regents or a majority of the Board, disclose or provide access to the University's confidential information to any other person for any purpose, nor reproduce in any media the confidential information disclosed to employees, except for communication to persons aware of the University's confidential information and/or to proceed with instructions of the Board or the Chair or to discuss legal issues or concerns with the University's General Counsel.
 - D. The obligation of employees to protect confidential information shall not apply to information which:
 - 1. Is or becomes publicly known through no wrongful act of employees;
 - 2. Becomes rightfully known to employees without confidential restrictions from a source other than the University and/or any of its Regents, consultants or contractors;
 - 3. Is approved by the University for disclosure without restriction by the Board of Regents of the University; or
 - 4. If said information is sought from employees by judicial process or under color of law, employees shall immediately notify the University of Said Process so as to provide the University a reasonable opportunity to participate if necessary in such process.
 - E. The obligation of employees to hold the confidential information in confidence shall survive the termination (for any reason) of employee's employment with the University.
- A graduate assistant statement of understanding of the Family Educational Rights and Privacy Act must be initialed by the graduate assistant at the time online GA Orientation is completed.

Alcohol/Drug Abuse

The University abides by all applicable federal, state, and local laws relative to the use of alcohol and controlled substances. It is the policy of the University to prohibit the unlawful possession, purchase, manufacture, use, sale or distribution of illicit drugs and alcohol by employees on University property or as part of any of its activities. The University has the right to require an employee to undergo alcohol and/or drug testing when there is a reasonable suspicion that the employee might be under the influence of alcohol or drugs. Any employee who does not abide by this policy is subject to disciplinary action up to and including termination, or satisfactory participation in an educational, assistance or rehabilitation program related to alcohol or drug abuse and approved by federal, state, local health, law enforcement, or other appropriate agency. Costs for the rehabilitation will be the responsibility of the employee. The decision on the severity of action will depend, in part, upon the nature of the offense, the sensitivity of the position held, and the outcome of participation in the program described above. Employees must abide by the terms of this policy and report to the University any conviction or guilty plea under a criminal drug statute for violations occurring on or off University premises. A report of a conviction must be made to the Office of Human Resources within five (5) days after the conviction or guilty plea.

The University does not condone the abuse of alcohol and drugs; it does, however, recognize that employees with alcohol or drug-related problems should be encouraged to seek help in dealing with such problems. Student employees are encouraged to use the University Wellness Services, as appropriate, when facing alcohol and drug related problems.

Smoke-Free & Tobacco Free Workplace / Campus

The University is committed to providing an environment that is safe and healthy. Consistent with this policy, the University became a smoke-free campus as of August 1, 2010. Smoking is prohibited on all University owned or leased property and in all university vehicles. This policy will apply to all students, employees, contractors, volunteers, and visitors on University controlled property. Smoking encompasses cigarettes, cigars, pipes, and all other forms of smoke-generating products. Cats Advocating Smoke-Free Environment (CASE) along with the University Wellness Center will coordinate University efforts for policy notification, education, promotion, support and assessment to ensure successful implementation. The University reserves the right to initiate disciplinary procedures against any individual found to be in continuous violation of this policy; however all faculty, staff, and students will have

a collective responsibility to promote the safety and health of the campus community and therefore share in the responsibility of enforcement. Individuals observed smoking are to be reminded in a professional and courteous manner of the University policy.

8. Position Descriptions

There are a number of different positions in the Campus Recreation department. 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.

- Examples:
 - Facility Student Supervisor = Facility and Intramural Supervisor (must also be able to officiate)
 - Rec / Intramural Attendant = Front Desk worker, Scorekeeper, and at times Marketing Assistant

Graduate Assistants

Requirements of all Campus Recreation Graduate Assistants – in addition to working in their specific program areas, all Campus Recreation GA's 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 SRC 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

GA of Facilities, Operations, Marketing, Informal Recreation, Special Events, and Student Development (1)

This GA is responsible for the overall development and supervision of the student staff, as well as the supervision and operations of Recreation Services facilities. This person will have leadership and supervisory responsibilities primarily of the Student Recreation Center (SRC) and Hughes Fieldhouse (HFH) which may include mornings, evenings, and weekends. Candidates must possess excellent verbal and written communication skills; provide positive leadership, and the ability to multitask.

Duties and Responsibilities:

- Assist in the day-to-day operations of the Student Recreation Center (SRC) and Hughes Fieldhouse (HFH), including but not limited to, managing the facility outside of traditional business hours and on weekends, logging facility and equipment maintenance issues, and executing risk management procedures, as needed
- Directly oversee approximately 15 Supervisors, 20 Front Desk employees, and 2 Field Experience/Interns. This will include staff, program, and event supervision; hiring, training, and evaluation; in-service training and facility inspections; special event programming; membership sales; risk management and policy development and enforcement.
- Create and maintain staff schedules for the facilities and assume responsibility for filling in when necessary
- Coordinate all building schedules (SRC, HFH, IM Fields), calendars, and fliers regarding hours, closures, special events, etc.
- Manage both staff recognition, discipline, and evaluation

GA of Competitive Sports (Intramurals and Sport Clubs) (2)

The Graduate Assistant (GA) - Intramurals will oversee undergraduate student supervisors and sport officials. This person will have leadership and supervisory responsibilities primarily of the Student Recreation Center (SRC) and Hughes Fieldhouse (HFH) which will include evenings and weekends. Candidates must possess excellent verbal and written communication skills; provide positive leadership, and the ability to multitask.

Duties and Responsibilities:

- Assist with Intramural Sports program development
 - League Scheduling (regular season and playoffs)
 - Tournament Scheduling
 - Participation data collection and evaluation
- Daily intramural sports activities administration
 - Carefully Enter score sheets the morning after games are played
 - Answer emails
- Special event coordination and administration
- Recruiting, hiring, training, and development of supervisors, scorekeepers, and officials
- Develop and implement departmental assessment practices

- Provide reviews of assessment tools and data
- Daily reports review and follow-up
- Collaborate with the marketing GA/Coordinator for promoting Intramural Sports and Sport Clubs
- Other duties as assigned

Job Description for Graduate Assistantship

Position # 790086

Department: Campus Recreation, Division of Student Affairs

Supervisor: Brooke Byland, Coordinator of Facilities and Operations

Primary Duty: **1. Facilities/Operations/Marketing (1 position available):** Responsible for the overall development and supervision of the Campus Recreation student staff, as well as the supervision and operation of Campus Recreation services including the advertisement, registration, scheduling, evaluation, and mentoring of day-to-day operations, event reservations, special events, and facility management including the Student Recreation Center (SRC), Intramural Fields, and the Hughes Fieldhouse (HFH). This includes daily operations of the SRC and HFH, logging maintenance issues, and executing risk management procedures. Conduct staff and participant meetings/trainings and compile usage and participation reports. **2. Competitive Sports (2 positions available):** Responsible for the overall development and supervision of the Campus Recreation student staff, as well as the supervision and operation of Campus Recreation services including the advertisement, registration, scheduling, evaluation, and mentoring or intramural sports and sport clubs including the Student Recreation Center (SRC), Intramural Fields, Disc Golf Course, and the Hughes Fieldhouse (HFH). This includes assisting the Marketing GA with the marketing for intramural sports and club sports, participation statistics and records, making sure all necessary paperwork is completed on time, reaching out to advisors and officers of clubs, overseeing a budget, and executing all trainings/meetings for participants and student staff.

Essential Functions for 1. Facilities/Operations/Marketing:

- Responsible for the planning, development, implementation, and evaluation of all Day-to-day operations, Marketing Events, Facility Reservations, and Special Events.
- Schedule student employees for facility operations and intramural sports.
- Supervise the Student Recreation Center and Hughes Fieldhouse and its employees at assigned times.
- Assist with emergency situations and provide appropriate risk management policies and procedures.
- Must comply with all university and department policies and procedures.
- Enforce the policies and procedures at the SRC and HFH and for intramural sports and sport clubs.
- Review and update student employee and participant policies each semester.
- Interact with a diverse group of students, faculty, and staff and promote Campus Recreation and the University in a positive manner at all times.
- Other duties as assigned.

Essential Functions for 2. Competitive Sports:

- Responsible for the planning, development, implementation, and evaluation of all Intramural Sports and Sport Clubs.
- Schedule Intramural Leagues and Tournaments using IMLeagues.com
- Provide assistance and guidance to sport clubs and conduct meetings each trimester.
- Supervise the Student Recreation Center and Hughes Fieldhouse and its employees at assigned times.
- Assist with emergency situations and provide appropriate risk management policies and procedures
- Must comply with all university and department policies and procedures.
- Enforce the policies and procedures at the SRC and HFH and for intramural and sport clubs.
- Review and update sport club and intramural policies/handbooks each semester.
- Interact with a diverse group of students, faculty, and staff and promote Campus Recreation and the University in a positive manner at all times.
- Other duties as assigned.

Minimum Qualifications: Click here to enter text.

- **Education**
 - Earned a bachelor's degree with a minimum GPA of 2.75.
 - Admission in good academic standing into Northwest Missouri State University's Graduate School in a graduate degree program.
 - **Graduate School:** <https://www.nwmissouri.edu/Graduate/index.htm>
 - **Admission Requirements:** <https://www.nwmissouri.edu/graduate/admissionReqs.htm>
 - **Apply:** <https://www.nwmissouri.edu/admissions/apply/index.htm>
 - Maintain a 3.0 GPA during your time as a Graduate Assistant.
 - Must meet all requirements outlined by the Graduate Assistant contract.

- **Experience**
 - Experience working in a recreational environment for at least one (1) year.
 - Required to work up to 20 hours each week.
- **Skills**
 - Ability to provide positive leadership, organization, teamwork, and supervise students, staff, and participants while working in a dynamic, changing, and diverse environment.
 - Exhibit professionalism and positive customer relation skills.
 - Genuine interest in gaining experience and knowledge to enhance skills in chosen career.
 - Strong written and oral communication skills including face-to-face interactions, phone calls, emails, etc., and the ability to multitask.
 - Able to maintain confidentiality of protected information for student employees and students, faculty, and staff in the general school population that includes all patrons of the SRC, HFH, and participants within intramural sports and sport club programming.
 - Awareness of basic safety and risk management protocols.
 - Able to work mornings as early as 6am, nights as late as midnight, and some weekends.
 - Valid Driver's License.

Preferred Qualification:

- **Education**
 - Bachelor's degree in Recreation, Sport Management, Exercise Science, Health Science, Physical Education, or related field.
 - Admission to the Northwest Missouri State University School of Health Science and Wellness.
<https://www.nwmissouri.edu/health/programs/index.htm>
- **Experience**
 - Experience working in a collegiate recreation department, recreational programs, or related programs for at least one (1) year. <https://www.nwmissouri.edu/recreation.htm>
 - Candidates should have considerable experience within their areas of interest.
- **Skills**
 - CPR/AED/First Aid certification. Instructor certification preferred.
 - Officiating background preferred.
 - Knowledge of Campus Recreation operations, policies, and procedures. Campus Recreation background and experience preferred.
 - Knowledge of Intramural sport leagues and tournaments including but not limited to: slow pitch softball, flag football, volleyball, basketball, soccer, kickball, cricket, and badminton.
 - Marketing experience including but not limited to: develop, managing, and delivering a variety of marketing initiatives including advertising, promotions, branding, campus outreach, social media, email marketing, video/photography creation, and digital signage. This includes creating flyers on Adobe Photoshop/InDesign and being able to use a professional camera.

Equipment/Materials Used: IMLeagues.com, Whentowork.com, Northwest Missouri State University CatPaws, Email, Canvas, GroupMe, Astra Scheduling, Sportsman, and more.

Typical Physical Demands Ability to lift and carry objects weighing up to 50 pounds.

Supervisor Name: Brooke Byland, Coordinator of Facilities and Operations

Supervisor Contact Information: bbyland@nwmissouri.edu / 660.562.1725

Position Start Date: 8/21/2019

Additional information you would like added to the job description:

- Full time graduate assistants will receive a stipend of approximately \$6,000 for the academic year, (in monthly increments of \$750), and an option for summer employment.
- Student is responsible for all fees.
- Organizational Chart: Vice President of Student Affairs, Assistant Vice President of Student Affairs in Campus Recreation, Coordinator of Facilities and Operations, Coordinator of Competitive Sports, Graduate Assistants, Student Staff
- Allocation for professional development and certification available.

COMMUNITY: Northwest Missouri State University is located in Maryville, Missouri, a community of 12,000 with a diverse economy, and a strong industrial base. Maryville is located 45 miles north of St. Joseph, Missouri and 90 miles north of Kansas City, Missouri.

For more information visit our website at www.maryville.org.

UNIVERSITY: Northwest Missouri State University is a traditional resident-based campus with total enrollment over 7,200 students, which includes undergraduate and graduate students. Northwest, a four-time winner of the Missouri Quality Award, is a teaching-

focused institution requiring a twelve-hour teaching load per trimester. For more information visit our website at www.nwmissouri.edu.

Facility Student Supervisor (and Intramurals)

To supervise patrons in Campus Recreation Facilities including the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields and assist in the development and delivery of programs and services.

Duties and Responsibilities:

Responsible for the overall supervision of the facilities and intramural sports, student personnel, informal/formal participants, and Northwest Missouri State University Campus Recreation programs. They are also responsible for enforcing all rules and regulations established for the participants and staff members. While on duty, the Supervisor is the representative of the professional staff and the University. The Supervisor will take control in emergency situations, settle disputes, answer inquiries, and evaluate the job performance of other student employees. Supervisors will make sure passes/waivers are up-to-date, ensure participants swipe cards for facility usage, check clean shoes/attire, ensure participants follow all risk management policies and procedures, and other duties as assigned. Supervisors must have excellent customer service and time management skills.

745029

**NORTHWEST MISSOURI STATE UNIVERSITY
Maryville, MO 64468
STUDENT EMPLOYMENT
POSITION DESCRIPTION
Student Recreation Center (A101 23590 520)**

Position Title: Facility Student Supervisor

Purpose of Position: To supervise patrons in Campus Recreation Facilities including the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields and assist in the development and delivery of programs and services.

Duties and Responsibilities: Responsible for the overall supervision of the facilities and intramural sports, student personnel, informal/formal participants, and Northwest Missouri State University Campus Recreation programs. They are also responsible for enforcing all rules and regulations established for the participants and staff members. While on duty, the Supervisor is the representative of the professional staff and the University. The Supervisor will take control in emergency situations, settle disputes, answer inquiries, and evaluate the job performance of other student employees. Supervisors will make sure passes/waivers are up-to-date, ensure participants swipe cards for facility usage, check clean shoes/attire, ensure participants follow all risk management policies and procedures, and other duties as assigned. Supervisors must have excellent customer service and time management skills.

Competencies Expected:

Communications:

- Checks Northwest Missouri State University E-mail daily
 - Checks any and all other software daily (including When2Work/SubItUp, Astra, Sportsman, GroupMe, etc.)
- Answer phone calls when needed
- Communicates information regarding work schedules, sickness, or any problems or concerns that you have with supervisors as soon as possible
- Complete all necessary reports and maintains confidentiality
- Utilize effective conflict resolution and verbal communication skills
- Maintain a polite, considerate, and cooperative attitude while being punctual and reliable
- Promotes the Campus Recreation and Student Affairs department
- Submits timesheet by the date requested at the beginning of every month

Critical/Creative Thinking and Problem Solving:

- Administer First Aid.
- Record and report accidents, injuries, and emergency situations
- Employ creativity and flexibility in all aspects of role

Computer:

- Able to access IMLeagues, When2Work, GroupMe, and CatPAWS

Self-Directed Learning:

- Work unsupervised, attend all staff trainings and meetings.
- Perform general maintenance and cleaning in activity areas daily to ensure a safe and sanitary environment

Competence in a Discipline:

- Basic knowledge of Campus Recreation concepts and/or willing to learn
- Able to Understand Campus Recreation best practices

Personal/Social Development:

- Exhibit professionalism, courtesy, and positive customer relation skills
- Work independently and with minimal supervision to complete all tasks efficiently, organized, detail-oriented and on time
- Maintain confidentiality
- Maintains a professional and supportive relationship with the entire university community
- Utilize effective conflict resolution skills

Team Work/Team Leading:

- Promote good sportsmanship and maintain a positive attitude.
- Support, lead, and be a positive role model.
- Assist with Intramurals and Special events when needed.
- Hold fellow co-workers accountable for their actions

Multicultural/Cultural Enrichment:

- Have ability to work positively with diverse on and off campus populations

Job Qualifications:

- Must be available to work mornings as early as 6am, evenings as late as midnight, and some weekends
- Attend and actively participate in all meetings and trainings
- First Aid/CPR and AED Certified (able to obtain within the first 3 weeks of employment)
- Must be a Rec/Intramural Attendant for at least one (1) semester
- Punctual and reliable
- *Athletics/Recreation background preferred*
- *Knowledge of Intramural contests and rules preferred*

Length of Employment:

- Fall and spring trimesters, summer trimester if available

Student Employment Supervisor(s):

- Graduate Assistant(s)/Coordinator(s)

Wage Rate:

- Level 4

Advancement Opportunity/Evaluation Period:

- This position qualifies for the Career Pathing Program, which includes an annual wage increase (\$.25/hour), an opportunity for personal and professional development, and an annual performance evaluation.

Recreation & Intramural Attendant (Scorekeepers as well)

Serves as a front-line representative for Campus Recreation. Provide excellent customer service to patrons in Campus Recreation Facilities including the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields.

Duties and Responsibilities:

Front Desk Attendants and Scorekeepers welcome all participants to the facility by providing excellent customer service and answering any questions. This position is responsible for checking ID's prior to games or entering the facility, checking equipment in/out, answering phone calls, providing information regarding campus recreation programs, facility events, and hours of operation. In addition, attendants and scorekeepers will serve as an operator to assist the Supervisors and enforce all established policies and procedures as well as other duties as assigned.

745028

NORTHWEST MISSOURI STATE UNIVERSITY

Maryville, MO 64468

STUDENT EMPLOYMENT

POSITION DESCRIPTION

Student Recreation Center (A101 23590 520)

Position Title: Rec/Intramural Attendant

Purpose of Position: Serves as a front-line representative for Campus Recreation. Provide excellent customer service to patrons in Campus Recreation Facilities including the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields to help administer programs, events, and/or intramural contests.

Duties and Responsibilities: Rec/Intramural Attendants welcome all participants to the facility by providing excellent customer service and answering any questions. This position is responsible for working both the front desk and scorekeeping Intramural sports. You will be checking ID's prior to games or entering the facility, checking equipment in/out, answering any questions regarding the facility or intramurals, providing information regarding campus recreation programs, facility events, hours of operation, etc. These employees will be in charge of keeping score and/or time for intramural contests and will be required to

attend all trainings/meetings as assigned. In addition, attendants and scorekeepers will serve as an operator to assist the Supervisors and enforce all established policies and procedures as well as other duties as assigned.

Competencies Expected:

Communications:

- Checks Northwest Missouri State University E-mail daily
 - Checks any and all other software daily (including When2Work/SubItUp, Astra, Sportsman, GroupMe, etc.)
- Utilize effective conflict resolution and verbal communication skills
- Communicate positively and effectively
- Enforce all facility/program policies, rules, and regulations
- Complete all necessary reports
- Submits timesheet by the date requested at the beginning of every month
- Communicates information regarding work schedules, sickness, or any problems or concerns that you have with supervisors as soon as possible
- Maintain a polite, considerate, and cooperative attitude while being punctual and reliable
- Promotes the Campus Recreation and Student Affairs department

Critical/Creative Thinking and Problem Solving:

- Observe players for injury and sportsmanship

Computer:

- Able to access IMLeagues, When2Work, GroupMe, and CatPAWS

Competence in a Discipline:

- Able to learn and understand aspects of Campus Recreation

Self-Directed Learning:

- Work unsupervised at times, attend all staff trainings and meetings while representing Campus Recreation in a professional and mature manner
- Perform general maintenance and cleaning in activity areas daily to ensure a safe and sanitary environment

Personal/Social Development:

- Exhibit professionalism and courtesy
- Exhibit positive customer relation skills

Team Work/Team Leading:

- Promote good sportsmanship and behavior
- Support, lead, and be a positive role model for co-workers and participants
- Assist with Intramurals and Special events

Multicultural/Cultural Enrichment:

- Have ability to work positively with diverse on-campus populations

Job Qualifications:

- Must be available to work mornings as early as 6am, evenings as late as midnight, and some weekends
- Attend and actively participate in all meetings and trainings
- Must be a Rec/Intramural Attendant for at least one (1) semester
- Punctual and reliable
- *Athletics/Recreation background preferred*
- *Knowledge of Intramural contests and rules preferred*
- *First Aid, CPR, AED Certification preferred*

Length of Employment:

- Fall and spring trimesters, summer trimester if available

Student Employment Supervisor(s):

- Facility/Intramural Supervisors, Graduate Assistant(s), Coordinator(s)

Wage Rate:

- Level 1

Advancement Opportunity/Evaluation Period:

- This position qualifies for the Career Pathing Program, which includes an annual wage increase (\$.25/hour), an opportunity for personal and professional development, and an annual performance evaluation.

Intramural Sports Official

To administer Intramural contests in the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields to ensure a safe environment.

Duties and Responsibilities:

Attend and actively participate in all training sessions/meetings, understand and enforce all game rules without bias, officiate contests fairly, help with set up and cleanup of activities, record game statistics, keep time for intramural games, ensure sportsmanlike conduct, provide sportsmanship ratings to teams, and other duties as assigned.

765004

NORTHWEST MISSOURI STATE UNIVERSITY
Maryville, MO 64468
STUDENT EMPLOYMENT
POSITION DESCRIPTION
Student Recreation Center (A101 23590 520)

Position Title: Sports Official

Purpose of Position: To administer Intramural contests in the Student Recreation Center, Hughes Fieldhouse, and/or Intramural Fields to ensure a safe environment.

Duties and Responsibilities: Attend and actively participate in all training sessions/meetings, understand and enforce all game rules without bias, officiate contests fairly, help with set up and cleanup of activities, record game statistics, keep time for intramural games, ensure sportsmanlike conduct, provide sportsmanship ratings to teams, and other duties as assigned.

Competencies Expected:**Communications:**

- Utilize effective conflict resolution and verbal communication skills.
- Maintain a polite, considerate, and cooperative attitude
- Checks Northwest Missouri State University E-mail daily
 - Checks any and all other software daily (including When2Work/SubItUp, Astra, Sportsman, GroupMe, etc.)
- Submits timesheet by the date requested at the beginning of every month
- Communicates information regarding work schedules, sickness, or any problems or concerns that you have with supervisors as soon as possible
- Promotes the Campus Recreation and Student Affairs department in a positive manner
- Maintains a professional and supportive relationship with the entire university community

Critical/Creative Thinking and Problem Solving:

- Enforce rules and interpret contests

Computer:

- Able to access IMLeagues, When2Work, GroupMe, and CatPAWS

Self-Directed Learning:

- Work unsupervised at times and represent Campus Recreation in a professional and mature manner

Personal/Social Development:

- Accept and learn from constructive criticism
- Exhibit professionalism and courtesy and maintain a professional appearance.
- Exhibit positive customer relation skills.
- Demonstrate physical speed and endurance

Team Work/Team Leading:

- Promote good sportsmanship.
- Assist supervisor with set up and clean up

Multicultural:

- Ability to work positively with diverse on-campus populations

Job Qualifications:

- Must be available to work afternoons, evenings/nights typically around 5pm-midnight, and Sundays.
- Attend and actively participate in all training sessions prior to assignment.
- Must have knowledge of specific sport rules (including Slowpitch softball, flag football, volleyball, basketball, soccer, kickball, and more).
- *Athletics background preferred.*
- *Officiating experience preferred.*
- *CPR, AED, and First Aid Certification preferred.*

Length of Employment:

- Per sport, Fall and spring trimesters if meet all qualifications

Student Employment Supervisor(s):

- Supervisors, Graduate Assistant(s), Coordinator(s)

Wage Rate:

- Level 3/game

Advancement Opportunity/Evaluation Period:

- This position qualifies for the Career Pathing Program, which includes an annual wage increase (\$.25/hour), an opportunity for personal and professional development, and an annual performance evaluation.

Marketing Assistant

To provide marketing information on upcoming Campus Recreation programs, operations, and special events.

Duties and Responsibilities:

Table at various university events representing Campus Recreation. Give out and post marketing materials in the Student Union and other buildings around campus regularly in the fall and spring trimesters. When the person in this position is not giving out, displaying, or tabling for events they may be asked to work on the material using Adobe Photoshop.

764000

NORTHWEST MISSOURI STATE UNIVERSITY
Maryville, MO 64468
STUDENT EMPLOYMENT
POSITION DESCRIPTION
Campus Recreation (A101 23590 520)

Position Title: Marketing Assistant

Purpose of Position: To provide marketing information on upcoming Campus Recreation programs, operations, and special events.

Duties and Responsibilities: Table at various university events representing Campus Recreation. Give out and post marketing materials in the Student Union and other buildings around campus regularly in the Fall and Spring trimesters. When the person in this position is not giving out, displaying, or tabling for events they may be asked to work on the material using Adobe Photoshop.

Competencies Expected:**Communications:**

- Ability to follow oral and written instructions
- Utilize effective communication skills when assisting customers and with co-workers
- Maintain a polite, considerate, and cooperative attitude
- Checks Northwest Missouri State University E-mail daily
 - Checks any and all other software daily (including When2Work/SubItUp, Astra, Sportsman, GroupMe, etc.)
- Submits timesheet by the date requested at the beginning of every month
- Communicates information regarding regarding work schedules, sickness, or any problems or concerns that you have with supervisors as soon as possible
- Promotes the Campus Recreation and Student Affairs department in a positive manner
- Maintains a professional and supportive relationship with the entire university community

Critical/Creative Thinking and Problem Solving:

- Receive general instructions and complete projects independently
- Answer questions or refer customers to the appropriate source for information

Computer:

- Knowledge of and able to use Adobe Photoshop, Apple products, Microsoft Word, Excel, PowerPoint; Internet
- Must be willing to learn how to use IMLeagues to register a team

Self-Directed Learning:

- Have ability to recognize, initiate and complete various tasks independently

Competence in a Discipline:

- Creativity when making flyers and tabling

Personal/Social Development:

- Maintain confidentiality
- Exhibit professionalism and courtesy
- Pay attention to detail

- Exhibit positive customer relations skills

Team Work/Team Leading:

- Demonstrate ability to work in a team environment

Multicultural/Cultural Enrichment:

- Have ability to work with diverse on and off campus populations

Job Qualifications:

- Adobe Photoshop experience, specifically with creating flyers
- Utilize cameras, tripods, Go Pros, iPads, and more
- Familiar with general computer fundamentals
- Knowledge of web content management software preferred, but not required
- Initiative to complete duties and projects under limited supervision
- Good oral and written communication skills
- Must be available to work 10-2pm and 7-9pm on weekdays and some weekends
- Attend and actively participate in all meetings and trainings
- Punctual and reliable
- *Photography and videography experience preferred*

Length of Employment:

- Fall, spring and summer trimesters; Some intersessions

Wage level:

- Level 2

Student Employment Supervisor(s):

- Graduate Assistant(s), Coordinator(s)

Advancement Opportunity/Evaluation Period:

- This position qualifies for the Career Pathing Program, which includes an annual wage increase (\$.25/hour), an opportunity for personal and professional development, and an annual performance evaluation.