

Office of Recreational Services (CNURec)



Student Employee Handbook

Last updated September 2011

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Student Employee Handbook

Fall 2011 – Spring 2012

Name: _____

Your signature below certifies that the Student Employee Handbook for CNURec has been given or reviewed with you. You agree you have had the opportunity to ask any and all questions that you may have pertaining to its content. You are also agreeing to all terms listed in the Handbook.

Sign below if you agree to the above paragraph.

Signature: _____

Date: _____

Last updated September 2011

Office of Recreational Services (CNURec)

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Mission Statement

The Office of Recreational Services (CNURec) is comprised of the program areas of Intramural Sports, Sport Clubs and Outdoor Adventure & Recreation (OAR). Each of the program areas strives to fulfill the campus recreation needs of current CNU students, faculty and staff by offering diverse sport and recreational opportunities that are exceptional in overall quality, risk management and customer service and that exemplify student leadership and development.

CNURec Policy & Procedures

CNURec abides by and follows the Student Employment Policy 1302 set forth by the Office of Human Resources. <http://hr.cnu.edu/documents/1302StudentEmploymentPolicy.doc>

Students will be hired on an hourly basis in only one position at any given time. However, if this cannot be arranged, two position, not to exceed twenty hours per week (forty hours per week during break period and summer session) and at the same rate of pay, may be held.

To be a candidate for student employment, an undergraduate student must be enrolled in at least 6 credit hours (graduate student, 3 graduate credit hours) during the fall and spring semesters. Students may be employed during break periods and summer sessions, as long as full- or part-time student status is intended to be continuous.

Student employment is “at will” employment, and as such, students can be terminated from a position without notice or cause.

Equal Opportunity Employer

CNURec is an equal opportunity employer. We are committed to access and opportunity for all persons without regards to race, gender, color, age religion, veteran status, national origin, disability, sexual orientation or political affiliation.

It is the policy of the University to employ qualified CNU students to fill temporary part-time personnel needs within university departments, while pursuing their education. Student employment is intended to be educationally and financially helpful to students, while providing opportunities for work experience.

Customer Service Pledge

Our professional and student employees pledge to continually strive to perfect the art of customer service in our interactions with our patrons. It is our duty to respect each individual patron and to treat them with kindness, dignity and friendliness. We will attempt to educate each patron in our rules and policies to the best of our ability when questions and concerns arise. We will whole-heartedly accept constructive feedback that will positively affect our programs and services. With this commitment in mind, we will aim to provide the best recreational sport experience to the Christopher Newport University community.

Risk Management Pledge

The safety of our patrons and employees is the utmost concern. In sport and recreation there are inherent risks involved and we look to maintain facilities, services and policies that make our programs fair and safe to all users. Our commitment to providing a safe and inclusive environment is made with each program and service we produce.

SECTION 1: INTRAMURAL OFFICIALS/SCOREKEEPERS

Job Description

Officials (referees or umpires) and scorekeepers have the responsibility of enforcing the rules and maintaining the order of the game for the sports they officiate.

Job Duties

- Enforce Office of Recreational Services policies and procedures
- Assist in enforcing Freeman Center policies (i.e. no colored drinks in Field House, athletic attire only, etc.)
- Officiate for sport(s) assigned
- Set-up and break down equipment
- Assist in checking in intramural participants
- Report disciplinary issues to on-site supervisors
- Other duties as assigned

Requirements

Only currently-enrolled CNU students may be eligible for employment as intramural officials or scorekeepers. No experience is necessary. Officials/scorekeepers go through a training program prior to the start of the season and are evaluated through out the season by the intramural staff.

How to Become an Intramural Official/Scorekeeper

Step 1: Visit [CNU Career Connect](#) to apply for the job(s) available within the department. You MUST attach the employee application form. This form can be found on the Career Center website or <http://recreation.cnu.edu>.

Step 2: NEW employees MUST attend the mandatory interest meeting at the beginning of the semester, bring your availability form to this meeting (can be found on our website).

Step 3: Attend all clinics associated with the sport(s) of your interest. **Clinic #1**, rules and policies test given. Rules can be found on the Recreational Services website in advance (see above). **Clinic #2** is the hands on experience and game-play action.

Step 4: Students will be notified if they're hired after the Clinic #2 for the sport(s) they attended. If HIRED, print out the NEW HIRE PAPERWORK on the CNUREc website (click "RecJobs" link) and set-up an appointment with the Director.

Uniforms and Proper Attire - See "Section 4," for further details!

Shoes- Only athletic shoes may be worn. Officials working outside are encouraged to wear (non-metal) cleats.

Shorts/Pants- Officials must wear black, athletic shorts or pants while working. No jeans, khakis or other non-athletic material will be allowed. Belts are not allowed.

Whistles- Each official will receive a free Fox-40 whistle from the Office of Recreational Services. Officials can purchase a replacement whistle if theirs is misplaced.

SECTION 2: SUPERVISORS

Job Description

Supervisors are responsible for managing events sponsored by the Office of Recreational Services and to oversee intramural teams. In addition, supervisors provide leadership and guidance to the intramural officials.

Job Duties

- Enforce Office of Recreational Services policies and procedures
- Assist in enforcing Freeman Center policies
- Oversee set-up and break down of intramural equipment
- Perform inventory checks at the conclusion of events
- Evaluate Officials (mid-season, end of season)
- Check-in and supervise intramural teams
- Report disciplinary issues to Director
- Facility checks (Field house, James River, James River Turf Field)
- Treatment of injuries and replenishing First Aid Kits
- Crowd Control
- Officiate games (when necessary)
- Assist with Rec. Services Special Events (i.e. tournaments)
- Other duties as assigned

Requirements

Only currently-enrolled CNU students may be eligible. Students must have gained a well-rounded knowledge of Recreational Services policies and procedures; as well as, have a high level of intramural officiating experience preferably in a major team sport including: flag football (7v7), basketball or soccer. Students are encouraged to referee a range of sports to further their knowledge of the intramural sports program. Students must have demonstrated excellent standards of conduct, leadership and work performance from both a qualitative and quantitative level.

1. When a position opens, students will be required to submit an interest form for the desired position(s).
2. Students will then be notified if they've been selected for an interview after the application period closes.
3. If hired, supervisors are REQUIRED to obtain certification in First Aid, CPR/AED training. The Freeman Center offers these classes, contact the Director of Recreational Services for further details.

Uniforms and Proper Attire- See "Section 4," for further details!

Officiating - Supervisors should always bring an officials jersey and athletic shorts, in the event they have to step in to officiate.

Polo Shirt/Jackets- Supervisors will be required to wear supervisor polo shirts and/or a supervisor jacket to work.

Nametags- Supervisors must wear their nametags during all shifts.

Shorts/Pants-Supervisors may wear denim or khaki pants, capris, or shorts (length appropriate). Supervisors may not wear mesh athletic shorts or pants when supervising.

SECTION 3: PROGRAM ASSISTANTS (PA's)

Job Description

Intramural program assistants aid in all aspects of the intramural sports program. They oversee intramural supervisors and officials and are the direct contact with intramural teams and participants.

Job Duties

- Enforce Office of Recreational Services policies and procedures
- Assist in enforcing Freeman Center policies
- Assist with intramural registration and manage forfeit fees
- Create team schedules and update regularly
- Market Sports and Events Offered
- Train Intramural Officials
- Schedule Intramural Officials
- Conduct Captains Meetings
- Conduct Officials Meetings
- Communicate with student staff and program participants
- Evaluate team sports and submit end of season reports to Director
- Manage the Rec. Services Website and Intramural Event Board
- Manage and Maintain Sports Equipment
- Assist with Rec. Services Special Events (i.e. tournaments)
- Other duties as assigned

Requirements

Program Assistants will be employees who have demonstrated excellent rule knowledge, consistent work performance and punctuality, have the ability to actively lead and teach their peers and want to be involved in the administrative and practical aspects of the program.

Students are expected to have learned the skills necessary to effectively lead and train intramural officials during both clinic 1 and 2 of the training sessions for all sports. Student must have skills necessary to effectively manage individual, dual and major sport leagues and/or tournaments from an administrative standpoint. Additionally, must demonstrate leadership skills and capability to manage other students in an effective manner on and off site.

1. When a position opens, students will be required to submit an interest form for the position(s) desired.
2. Students will then be notified if they've been selected for an interview after the application period closes.
3. If hired, PA's are REQUIRED to obtain or renew CPR/AED and First Aid certification. The Freeman Center offers these classes, contact the Director of Recreational Services for further details.

Uniforms and Proper Attire – See “Section 4,” for further details.

Polo Shirt/Jackets- PA's may sometimes have to supervise, which requires them to wear a supervisor polo or jacket when on-site.

Nametags- Program Assistants must wear their nametags during all shifts on-site.

Shorts/Pants- While on-site PA's may wear denim or khaki, jeans, capris, or shorts (length appropriate). PA's may not wear mesh athletic shorts or pants when supervising.

Shoes- Only athletic shoes may be worn on-site.

SECTION 4: UNIFORM AND PROPER ATTIRE POLICY

- 1.) All employees will be required to sign the Uniform Policy Form at the beginning of each season.
- 2.) All items must be turned in at the conclusion of the season.
- 3.) Employees will be charged for any damaged or misplaced items.
- 4.) Work attire must be the outermost layer while on duty.
- 5.) Shirts should be tucked in at all times!
- 6.) Shorts must be of an appropriate length (both males and females).
- 7.) ONLY Athletic shoes may be worn (inside/outside), or non-metal cleats (outside).
- 8.) Employees may wear hats for outside events, but only those that represent a CNU sport club or athletic team.
The following are prohibited hats:
 - a. Any collegiate hat other than CNU.
 - b. Any hat with offensive or lewd material.
 - c. Any hat that displays illegal substances
 - d. Any hat that is considered distracting or gaudy
 - e. Any hat representing a CNU affiliated group or organization (Greek, academic or otherwise)
- 9.) **No employee may wear jewelry while on duty.** Exceptions being a wristwatch or medic-alert bracelet which must be taped down.
- 10.) During a defaulted or forfeited game, Rec. Services uniforms must be removed if an employee wishes to recreate.

SECTION 5: STUDENT EMPLOYEE AVAILABILITY AND SCHEDULING

- Employees will submit an **Employee Availability Form** prior to the start of the season. Any changes made to their availability will require the employee to submit a new form to the program assistant for their sport (officials) or Director of Recreational Services (supervisors/PA's).
- Intramural program assistants schedule the intramural officials and scorekeepers for the sports they lead. Concerns with the schedule should be brought to the attention of the appropriate intramural program assistant.
- The Director of Recreational Services schedules the supervisor's shifts for events. Concerns with the schedule should be brought to their attention.
- Intramural Program Assistants coordinate office hours on their own and these are approved by the Director of Recreational Services.

SECTION 6: FINDING A REPLACEMENT/TARDINESS/MISSING SHIFTS

- **Employees that are unable to make their shifts are responsible for finding a replacement to fill in for them.** Each employee will be given a contact list of all other employees at the beginning of the season. After a replacement is found the employee should notify the individual that schedules them to let them know of the change.
- Unless it is an emergency situation, employees should try and find a replacement as soon as they know they will need one. If an employee cannot find a replacement they should contact the individual that schedules them.
- If an official is going to be late to a shift or miss a shift they should contact their program assistant. The program assistant should notify the supervisors on site.
- If a supervisor is going to be late to a shift they should contact the supervisor they are scheduled to work with to notify them.
- If a supervisor is going to be late to a meeting they should contact the Director of Recreational Services.
- If an emergency circumstance causes a supervisor to miss a shift on short-term notice they should notify the Director of Recreational Services and the supervisor they are scheduled to work with.
- If an emergency circumstance causes a supervisor to miss a meeting or training session they should notify the Director of Recreational Services.

- **Class, intramural related business or an emergency circumstance are the only times an employee should miss or be late to a shift or meeting.**
- **Those who fail to follow these replacement guidelines will lose shifts! NO Exceptions**

SECTION 7: CHECKING IN FOR YOUR SHIFT

- All intramural program assistants and supervisors are responsible noting their hours on a time sheet or the “daily report form.”
- When arriving/leaving a shift, intramural officials and scorekeepers should check-in/out with the supervisor on duty.
- All officials/scorekeepers must be sure their hours are noted on the “daily report form” by the supervisor on-site.

SECTION 8: CELL PHONE OR ELECTRONIC USE

Student employees are prohibited from using cell phones for personal calls during shifts. Below are exceptions to phone use:

- Emergencies
- Phoning fellow staff members to get shifts covered
- Phoning participants to inform them of game cancellations.

Staff members are discouraged from giving their personal phone information to participants. Intramural supervisors and intramural program assistants will be given the personal cell phone number of the Director of Recreational Services. **This number is not to be given out to participants.**

Electronics such as: MP3 players, walkmans, etc are prohibited from use during a student employee’s shift! Anyone who breaks this policy will end up losing shifts. NO Exceptions!

SECTION 9: MISCELLANEOUS POLICIES

- Gum chewing while working is prohibited for all employees.
- Smoking or using tobacco while working is prohibited. Employees should refrain from this behavior on-site even as participants.
- **Alcohol or drug use while in intramural facilities or showing up to shifts inebriated is prohibited. Those found in violation of this policy will be terminated. Zero Tolerance for this behavior.**
- Eating during shifts is prohibited unless approved by the Director of Recreational Services (facility policies take precedent).
- Bathroom breaks should only be taken during breaks in activities (half-time or end of the game) and should not be taken when there is not another supervisor at the venue.
- Intramural officials are allowed to recreate only during a forfeited or defaulted intramural game provided they remove their official’s attire before hand.
- Supervisors and program assistants are not allowed to recreate while working for any reason.
- Supervisors and program assistants are not allowed to sit-down on-site unless checking-in participants, doing administrative tasks or during an emergency situation. **Sitting while viewing games is strictly prohibited.**
- Officials may sit down during half-time but should not sit down during time-outs or injuries.
- Disrespect to fellow staff, participants or the Director will not be tolerated.

SECTION 10: PARTICIPATION IN RECREATIONAL SERVICE ACTIVITIES

- Employees are encouraged to participate in Recreational Service activities.
- Employees are not allowed to protest intramural games.
- Employees are not allowed to use their position with Recreational Services to gain an advantage for their team in any way. If this is done it will be documented by a staff member and the employee will face a reprimand from the Director of Recreational Services.
- Employees are held to a higher level of conduct than the normal participant. Avid sportsmanship, politeness and cooperativeness should be reflected as such on the playing field/court.
- Any employee who receives an unsportsmanlike foul, technical foul, yellow card, red card or is ejected from a Recreational Service activity (on-campus or not) will receive a reprimand from the Director of Recreational Services.

All reprimands regarding participant/employee conduct will be evaluated on a case by case basis.

SECTION 11: REPRIMANDS

- Student Staff will be reprimanded by the Director for failing to abide by the above policies and/or procedures.
- Below is a list of punishments as they pertain to certain infractions:
 - **Alcohol / Drug Use** - Zero Tolerance Policy, Immediate Termination, Possible referral to Center of Honor Enrichment & Community Standards (CHECS)
 - **Cell Phone / Electronic Use** – *1st Offense*: Verbal Reprimand, *2nd Offense*: Written Reprimand, *3rd Offense*: Loss of Shifts
 - **Unexcused Missed Shifts** – *1st Offense*: Written Reprimand, *2nd Offense*: Written Reprimand, Shifts cut back, *3rd Offense*: Written Reprimand, Loss of Shifts Indefinitely
 - **NOTE: Excessive “excused” missed shifts will NOT be tolerated and could lead to loss of shifts indefinitely as well!**
 - **Misconduct / Disruptive Behavior** – *1st Offense*: Written Reprimand, *2nd Offense*: Shifts cut back, *3rd Offense*: Loss of Shifts indefinitely
 - **Uniform Policy** – *1st Offense*: Verbal Reprimand, *2nd Offense*: Written Reprimand, *3rd Offense*: Shifts cut back

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