

# SACRAMENTO STATE AQUATIC CENTER

## 2017 Aquatic Center Application Packet

**Name:** \_\_\_\_\_

**Phone:** \_\_\_\_\_

Please check the position(s) you are applying for:

\_\_\_ Customer Service Representative Front Office Staff (*job description included*)

\_\_\_ Customer Service Representative Dock Master Staff (*job description included*)

\_\_\_ Youth Instructor Staff (*job description included*)

### Please complete

\_\_\_ Aquatic Center Application

\_\_\_ Customer Service Interview Written Questions (*please complete if applying for CSR Front Office or Dock Master Position.*)

\_\_\_ Youth Instructor Interview Written Questions (*please complete if applying for Youth Instructor position.*)

\_\_\_ Aquatic Center Code of Conduct/Dress Code

### PLEASE RETURN TO

#### SACRAMENTO STATE AQUATIC CENTER

1901 Hazel Avenue

Gold River, CA 95670

ATTN: Employment Application

#### Office Use only:

Date Received: \_\_\_\_\_

Interview: YES NO

Date: \_\_\_\_\_

Hire: YES NO

#### If hired: Prerequisites

Background Check

Drug Test

Start Date: \_\_\_\_\_

TITLE: Front Office Customer Service Representative	CLASSIFICATION: N/A
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Aquatic Center Operations Manager
FLSA CLASSIFICATION: Part Time – Non Exempt	APPROVAL DATE: DRAFTED 3/22/16

**SUPERVISION EXERCISED**

NUMBER	DIRECT SUPERVISION CLASSIFICATION	NUMBER	INDIRECT SUPERVISION CLASSIFICATION
1-3	Volunteers	None	

**SUMMARY:**

The Front Office Customer Service Representative shall handle the daily operations at the front office of the Aquatic Center. Primary areas of responsibility are proficiency in “Park Pro” software, customer service and records management.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

Learn and become proficient in “ParkPro” Recreational Software Program. Perform data entry and provide program/facility support.

Manage all front office operations to include answering multi-line telephone and providing appropriate assistance to customers, vendors, officials, and staff. Assist customers in boat launch and facility and room set up. Retain and update organizational records.

Compose, type, and proof read Aquatic Center documents and emails as needed.

Schedule other part time staff for facility reservations, birthdays, youth groups and special events.

Provide support for a variety of special events and help staff and schedule for these events.

Other duties may be assigned.

**CORE COMPETENCIES**

- Exceptional customer service skills
- Ability to communicate effectively both verbally and in writing with staff, employees and public
- Good analytical and problem-solving skills
- Knowledge of data gathering techniques, such as library research or files analysis, to obtain technical and administrative materials for organizational use
- Knowledge of principles and practices of organization, planning, records management, research and general administration
- Ability to operate standard office equipment including but not limited to computers, typewriters, copiers, calculators and facsimile machines
- Ability to follow oral and written instructions
- The ability to learn and know the Aquatic Center Program Schedule

**MINIMUM QUALIFICATIONS**

- Knowledge of PC windows-based personal computers - Microsoft Word, Excel, Outlook
- CPR and California Boating Safety Certificate (must have required certifications within three months of hire)
- Ability to lift and move up to 50 pounds
- Available to work weekends

**PREFERRED QUALIFICATIONS**

- Aquatic/boating knowledge
- Currently be certified in CPR, First Aid and Lifeguard Training or Equivalent Red Cross Water Safety Class
- California Department of Boating & Waterways boating safety exam

**BACKGROUND CHECK**

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with Associated Students, Inc. Failure to satisfactorily complete the background check may affect the applications status of applicants or continued employment of current Associated Students, Inc. employees who apply for the position.

**All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement**

TITLE: Dock Master Customer Service Representative	CLASSIFICATION: N/A
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Water Front Supervisor
FLSA CLASSIFICATION: Part Time Non Exempt	APPROVAL DATE: 4/10/15

**SUPERVISION EXERCISED**

NUMBER	DIRECT SUPERVISION CLASSIFICATION	NUMBER	INDIRECT SUPERVISION CLASSIFICATION
1-3	Volunteers	1-3	Jr. Dock Masters

**SUMMARY:**

The Dock Master shall handle the daily outdoor customer service operations of the Aquatic Center. Primary areas of responsibility are Water safety on the docks, customer service, room and facility set-up, cleaning, facility support and opening and closing duties.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

Assist customers in boat launch, with the right equipment, properly fitted PFD's, and helpful instructional pointers for basic boating Safety

Facility/room set up and clean-up

Provide appropriate assistance to customers, vendors, officials and staff.

Keep equipment and facility clean including basic janitorial work. Inspect equipment for damage and safety.

Open the facility, including but not limited to setting up equipment for daily use and facility maintenance. Complete opening reports

Close the facility, including but not limited to putting away all equipment, locking doors and setting alarm. Complete closing reports

Provide support for a variety of special events.

Other duties may be assigned.

**CORE COMPETENCIES**

- Exceptional customer service skills
- Ability to communicate effectively both verbally and in writing with staff, employees and public
- Good analytical and problem-solving skills
- Ability to follow oral and written instructions

**MINIMUM QUALIFICATIONS**

- C.P.R., First Aid, Lifeguard Training or Equivalent Red Cross Water Safety Class and California Boating Safety Certificate
- Ability to lift and move up to 50 pounds
- Be checked-out to operate Safety launches on Lake Natoma
- Current Class C Driver's License and be able to drive Aquatic Center vehicle, for gas runs and ice/
- Ability to work evenings and weekends.
- Must be able to work in a variety of weather conditions and be prepared for both heat and cold
- Walking and climbing; lifting and carrying heavy objects; bending and stooping continually and for extended periods of time
- Ability to pass background check and drug screen

**PREFERRED QUALIFICATIONS**

- Aquatic/boating knowledge (having successfully passed sailing, windsurfing and rowing classes or wquivalent)
- Know how to tie appropriate knots to secure boats to docks.
- Be water safe to work on the docks

**BACKGROUND CHECK**

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**All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement**

TITLE: Youth Instructor	CLASSIFICATION: N/A
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Youth Programs Supervisor
FLSA CLASSIFICATION: Seasonal full time, non-exempt	APPROVAL DATE: 5/14/15

**SUPERVISION EXERCISED**

NUMBER	DIRECT SUPERVISION CLASSIFICATION	NUMBER	INDIRECT SUPERVISION CLASSIFICATION
Up to 10	Volunteers	none	

**SUMMARY:**

The Youth Instructor shall handle the daily operations for youth programs at the Aquatic Center. The primary area of responsibility is to teach boating safety to children ages 7-17.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**

Ability to be proficient in sailing, windsurfing, canoeing, kayaking and boating safety through on-site training.

Responsible for up to 15 or more children per week during assigned summer camp sessions as needed.

Supervise/instruct youth groups, birthday parties, team builds as needed.

Check in and check out of campers is required on daily basis. Typically Monday-Friday 7:30am-4:30pm.

Facility and equipment cleaning is required on a daily basis.

Available to work overtime during peak seasons as needed.

Must be available for certain shifts or special events.

Other duties may be assigned.

**CORE COMPETENCIES**

- Exceptional customer service skill
- Must enjoy children and be able to be an educator as well as a role model
- Ability to communicate effectively
- Good analytical and problem-solving skills
- Ability to follow oral and written instructions
- Ability to speak publicly in front of children and youth
- Must have thorough knowledge of the Aquatic Center programs and class offerings and outreach as a whole
- Ability to appropriately use all power boats

**MINIMUM QUALIFICATIONS**

- C.P.R., First Aid, Lifeguard Certificate (must be current)
- Ability to lift and move up to 50 pounds
- Ability to drive a power boat and pass the DBAW Safety Certification
- Ability to play and facilitate games in a fun environment
- Must be able to work in a variety of weather conditions and be prepared for both heat and cold

**PREFERRED QUALIFICATIONS**

- Previous Aquatic/boating knowledge
- Class B Driver's License with passenger endorsement
- Previous experience working with children

**BACKGROUND CHECK**

A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with Associated Students, Inc. Failure to satisfactorily complete the background check may affect the applications status of applicants or continued employment of current Associated Students, Inc. employees who apply for the position.

**All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement**



Supervisor:	Employed from:	to:
Phone:	Reason for leaving:	

**References** (Please list five people who are not relatives.)

Name	How do you know them?	Telephone #
1.		
2.		
3.		
4.		
5.		

Have you ever been employed by ASI? <input type="checkbox"/> Yes <input type="checkbox"/> No	Are you certified in First Aid? <input type="checkbox"/> Yes <input type="checkbox"/> No
	Are you certified in CPR? <input type="checkbox"/> Yes <input type="checkbox"/> No
Have you ever been fingerprinted? <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes," with what employers? _____	Are you certified in Life Guarding? <input type="checkbox"/> Yes <input type="checkbox"/> No

Have you ever been convicted of a crime, excluding misdemeanors and summary offenses?  Yes  No  
If "Yes," describe:

State names of relatives and friends working for the Sac State Aquatic Center.

Are there accommodations that would be required for you to accept this position?  Yes  No  
If "Yes," describe:

Do you have a Class B Driver's License?  Yes  No

Driving Record – Any moving violations?  Yes  No  
If "Yes," how many violations? \_\_\_\_\_ What type of violations? \_\_\_\_\_

**Other qualifications you might have that would further qualify you for the position you are applying for.**

*I hereby certify that the information contained in this application is true and correct to the best of my knowledge and agree to have any of the statements checked by the Sac State Aquatic Center or Associated Students unless I have indicated otherwise. I authorize the references listed above, as well as all other individuals whom Sac State Aquatic Center or Associated Students contacts, to provide Sac State Aquatic Center and Associated Students any and all information concerning my previous employment and any other pertinent information that they may have. I understand that any misrepresentation, falsification, or material omission of information on this application may result in my failure to receive any offer or, if I am hired, my immediate dismissal for employment. I understand that acceptance of an offer of employment does not create a contractual obligation upon the employer to continue to employ me in the future.*

\_\_\_\_\_

Date Signature

**CUSTOMER SERVICE WRITTEN INTERVIEW QUESTIONS**

**NAME:** \_\_\_\_\_ **PHONE #:** \_\_\_\_\_  
**EMAIL:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_  
**Where do you go to school?** \_\_\_\_\_ **Major:** \_\_\_\_\_  
**City/State of residence?** \_\_\_\_\_

**Job Requirements:**

1. This position requires that you be at least 18 years old. If you are hired, can you provide legal proof that you meet the minimum age requirement? [ ] YES [ ] NO

2. Do you know how to use Microsoft Word & Excel? \_\_\_\_\_  
 What is the extent of your experience with these programs? \_\_\_\_\_

\_\_\_\_\_

What other types of computer programs have you used?  
 \_\_\_\_\_

3. Are you able to perform the function of this job? [ ] YES [ ] NO (*see job description*)  
 Can you carry objects that weigh 50lbs? \_\_\_\_\_

4. Some days you may help over 300-1000 customers. This is a constant task of answering questions and giving direction on proper use of the equipment. Do you have any problems working in a very busy environment? \_\_\_\_\_

5. Please outline any of your boating experiences or knowledge in the following areas?  
 Sailing: \_\_\_\_\_  
 Windsurfing: \_\_\_\_\_  
 Canoeing: \_\_\_\_\_  
 Kayaking: \_\_\_\_\_  
 Water-Skiing/Wakeboarding: \_\_\_\_\_  
 Jet Skiing: \_\_\_\_\_  
 Rowing: \_\_\_\_\_  
 Boating Safety and Power Boat Driving: \_\_\_\_\_  
 Do you have any other boating experience? \_\_\_\_\_

6. What days and hours are you most available to work? (*Please list times available*)

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

7. Special events may require customer service representatives to stay late in the evening or arrive early in the morning. Do you have any problems working a schedule with variable hours?  
 \_\_\_\_\_

If yes, Why?

8. Why do you want to be a part of the Sacramento State Aquatic Center? \_\_\_\_\_

9. The Sacramento State Aquatic Center would like to present the image that our establishment is professional yet comfortable. In order to do this a dress code has been implemented for the staff. The required dress code attached. Do you have any problem signing this contract? \_\_\_\_\_

10. Are you comfortable in front of large groups of people? \_\_\_\_\_

11. Do you have any of the following certifications? Circle those that you have and provide the expiration date.

CPR	Class B Drivers License	For Hire License	USA Water Ski Instructor	US Sailing Certification	USACK Canoe & Kayak
First Aid	Lifeguard Training	California Boating Safety Certificate	USA Water Ski Trained Driver	US Rowing Instructors Certification	American Red Cross Instructor?

Are there any other certifications you currently hold? \_\_\_\_\_

12. Do you have any health problems that would prevent you from doing this job? \_\_\_\_\_

13. What does “sweat equity” mean to you? \_\_\_\_\_

**Personal attributes:**

14. Do you have experience in customer service? If yes, give a detailed explanation of your duties. \_\_\_\_\_

15. Why do you want to work here as a customer service representative? \_\_\_\_\_

16. What personal qualities do you have to contribute to our customer service position? \_\_\_\_\_



17. How well do you pay attention to detail? Rate yourself in this area on a scale from 1-10 and explain why you give yourself this rating. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

18. How well do you work as a team member? Give a specific example of a time when collaboration with a group of people led to an effective solution to a problem. Describe how your ideas/involvement benefited the final decision. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

19. There will be some instances where it will be necessary for you to make a creative decision to solve a problem. Give an example of a time when you have done this, and explain how your actions directly benefited the situation. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

20. Please list job-related organizations, clubs, professional societies or other associations to which you belong. \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

21. Why should we hire you to be a part of the Sacramento State Aquatic Center's customer service representative staff? \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have read the Sacramento State Aquatic Center code of conduct, mission statement, core values, dress code, and job description of the job for which I am applying. I realize that I will have to test to verify my skills in the areas for which I could possibly be employed. I am aware of the commitment that I will have to make if I am hired, and will carry out my job responsibilities with pride and enthusiasm.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

**YOUTH INSTRUCTOR WRITTEN INTERVIEW QUESTIONS**

**NAME:** \_\_\_\_\_ **PHONE #:** \_\_\_\_\_

**EMAIL:** \_\_\_\_\_ **Other Phone:** \_\_\_\_\_

**Where do you go to school?** \_\_\_\_\_ **Major:** \_\_\_\_\_

**City of Residence?** \_\_\_\_\_

1. *Do you have experience in camps or working with children?* \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_

2. *Why do you want to work here as a summer camp instructor?* \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

3. *What personal qualities do you have to contribute to our summer camp?* \_\_\_\_\_

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

4. *Do you know how to drive a boat?* \_\_\_\_\_ *What type of boats have you driven?*

\_\_\_\_\_

5. *Can you back up a boat trailer or any type of trailer?* \_\_\_\_\_

6. *Please outline any of your boating experiences in the following areas?*

*Sailing:* \_\_\_\_\_

*Windsurfing:* \_\_\_\_\_

*Canoeing:* \_\_\_\_\_

*Kayaking:* \_\_\_\_\_

*Water-Skiing/Wakeboarding:* \_\_\_\_\_

*Jet Skiing:* \_\_\_\_\_

*Rowing:* \_\_\_\_\_

*Do you have any other boating experience?* \_\_\_\_\_

\_\_\_\_\_

7. Do you have any of the following certifications? Circle those that you have and provide the expiration date.

CPR	Class B Drivers License	For Hire License	USA Water Ski Instructor	US Sailing Certification	USACK Canoe & Kayak
First Aid	Lifeguard Training	California Boating Safety Certificate	USA Water Ski Trained Driver	US Rowing Instructors Certification	American Red Cross Instructor?

Are there any other certifications you currently hold? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

8. You will be in the sun 8 plus hours a day. Do you have any problem with working in that environment? \_\_\_\_\_

9. Do you have any health problems that would prevent you from doing this job?  
\_\_\_\_\_  
\_\_\_\_\_

10. Thursday nights require some extra hours with staff meetings & parents night. Do you have any problems working these hours? \_\_\_\_\_  
If yes, Why? \_\_\_\_\_

11. There is a required dress code attached. Do you have any problem signing this contract? \_\_\_\_\_  
\_\_\_\_\_

12. Please list job-related organizations, clubs, professional societies or other associations to which you belong.  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

13. What does sweat equity mean to you? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

14. Are you comfortable in front of large groups of people? \_\_\_\_\_  
Have you ever taught anything to a large group people? \_\_\_\_\_

15. Why should we hire you to be a part of the Sacramento State Aquatic Center's summer staff? \_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

I have read the Sacramento State Aquatic Center code of conduct, mission statement, core values, dress code, and job description of the job for which I am applying. I realize that I will have to test to verify my skills in the areas for which I could possibly be employed. I am aware of the commitment that I will have to make if I am hired, and will carry out my job responsibilities with pride and enthusiasm.

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

# SACRAMENTO STATE **AQUATIC CENTER**

## Mission, Vision, Values and Code of Conduct

### **SACRAMENTO STATE ASSOCIATED STUDENTS MISSION STATEMENT**

To serve the students of CSUS

#### **SACRAMENTO STATE AQUATIC CENTER MISSION STATEMENT**

To provide a high quality boating and safety programs through education, recreation and competition.

#### **SACRAMENTO STATE AQUATIC CENTER VISION**

To create a nationally recognized aquatic program and facility that will increase the status of the University and its degree's.

#### **AQUATIC CENTER CORE VALUES**

- A - Assure the Public a Safe Environment
- Q - Quality Instruction
- U - Understand our Partners
- A- Accountability
- T - Team Work
- I - Integrity
- C - Customer Service

## **CUSTOMER SERVICE CODE OF CODUCT**

A staff shirt must be worn at all times when working.

Name badges should be worn when on the clock.

All Sacramento State AC Staff must wear Sac State clothing, no other school logos/apparel are allowed.

Shoes must be worn at all times. Bare feet are not allowed!

Positive attitude is expected at all times. Negativity is non productive.

Professional attitude means other staff and customers should not see when things go wrong.

If you don't know the answer.....ask someone who does, or take a message.

Customer Service staff should be proactive. No hanging out in the front office!

Breaks should be taken in the staff room with the door closed.

If you can't say anything nice, don't say anything at all!

Pretend your mother is always listening.

“You'll enjoy the experience” when serving with a smile!

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## Staff Contract and Dress Code

I \_\_\_\_\_ as a potential new temporary/seasonal employee of Associated Students, Inc. of the Sacramento State Aquatic Center, agree to the following terms and conditions of employment:

I understand that I will be setting an example as a role model for all the children and patrons who come to the facility.

I agree to adhere to the dress code as follows:

- I will wear an Aquatic Center Staff shirt to work daily. I understand that an Aquatic Center shirt must be worn at all times during my shift. I realize that since it is Sacramento State ASI who pays me I will only wear Sac State clothing.
- No other college, university or logo clothing should be worn when on the clock.
- Shirts may not be altered or torn without Manager Approval.
- I will wear shoes at all times. All summer shoes must have heel straps. No bare feet or flip flops.
- I will come to work clean-shaven and well groomed. No extreme hair coloring permitted. Employees are expected to wear clothing that is clean, fits properly and is not distracting. Overall personal hygiene, cleanliness and grooming is expected.
- Fingernails must be clean and trimmed to a working length.
- Body piercings and tattoos may be distracting to our clients and will be evaluated by management.

As a man: The length of my hair will not go below the nape of my neck. Summer staff must be clean shaven, any deviations must be approved by Management. Sideburns should be less than 1 inch. No Speedos! Must wear pre-approved shorts.

As a woman: My hair will be pulled back from my face. No large hoop earrings. The associate director must approve swimwear. Chest cleavage must be appropriately covered. When working the front desk undergarments are required but may not be visible.

I will be prepared for the conditions for which I am going to be working. (i.e. **sun block**, sunglasses, hat, foul weather gear, plenty of water etc.)

I will never swear or curse in front of any child or client.

Smoking or Chewing Tobacco (or any other substance) is not permitted while “on the clock”

I realize the Sacramento State Aquatic Center is a DRUG FREE workplace.

I have read the Sacramento State Aquatic Center’s: Mission Statement, Code of Conduct, Core Values and Instructors Guidelines and understand them fully. I also understand that not abiding by the Sacramento State Aquatic Center policies and rules may result in termination. I understand that my certifications and classes must be current during my employment with the Aquatic Center.

My signature is my agreement to the above covenants and all they imply.

Print name: \_\_\_\_\_ Date: \_\_\_\_\_

Signature: \_\_\_\_\_ Supervisor: \_\_\_\_\_