



EMPLOYMENT OPPORTUNITY

Associated Students
at Sacramento State

AQUATIC CENTER Jr. Dock Master Customer Representative

SUMMARY: The Junior Dock Master shall support instructors and Customer Service Staff in the daily operations of the Aquatic Center. Primary areas of responsibility are customer service; helping people with life jacket fitting and getting in the boats safely, cleaning, facility support and assist Dock Masters with opening and closing the facility.

Hours: Part-time, (non-benefited)
Application Deadline: Open until position is filled.
Compensation: \$11.00

ESSENTIAL DUTIES & RESPONSIBILITIES:

- Assist customers in boat launch, facility/room set up and basic boating instruction.
- Provide appropriate assistance to customers, vendors, officials and staff.
- Keep equipment and the facility clean.
- Support the Opening Dock Master in opening the facility, including but not limited to setting up equipment for daily use.
- Assist in closing the facility, including but not limited to putting away all equipment, locking doors.
- 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, and California Boating Safety Certificate
- Ability to lift and move up to 50 pounds
- Must have a valid work permit (if under 18 years old and/or still in high school)
- Parent/legal guardian permission and parent/legal guardian emergency contact information (if under 18)
- Must be able to work in a variety of weather conditions and be prepared for both heat and cold
- Must be 16-18 years old

PREFERRED QUALIFICATIONS

- None

Background Checks

Background check is required after a conditional offer of employment.

Note: No applicant will be denied employment solely on the grounds of conviction of a criminal offense. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for may, however, be considered.

How to Apply: Interested applicants must complete an online application by going to the following website:

Paper applications can be returned to the Aquatic Center located at 1901 Hazel Avenue, Gold River, CA 95670.

Associated Students is a nonprofit corporation and an auxiliary organization of California State University, Sacramento providing a wide range of programs and services to the students of Sac State. ASI employees are not state employees.

Associated Students is an Equal Opportunity employer.

www.asi.csus.edu

Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act Statement

In compliance with the Jeanne Clery Disclosure of Campus Security Policy and Campus Crime Statistics Act, California State University, Sacramento has made crime statistics available on-line at <http://www.csus.edu/police/cleryact.stm>.



JOB DESCRIPTION

TITLE: Jr. 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 None	INDIRECT SUPERVISION CLASSIFICATION
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- None

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

Employment History

Company: _____ Phone: _____

Supervisor Name: _____

Address: _____

Type of Business: _____

Business: _____

Job Title: _____

Responsibilities: _____

Dates of Employment

From: _____ To: _____ Reason for Leaving: _____

YES NO

May we contact your previous supervisor for a reference?

Company: _____

Phone: _____

Supervisor Name: _____

Address: _____

Type of Business: _____

Business: _____

Job Title: _____

Responsibilities: _____

Dates of Employment

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YES NO

May we contact your previous supervisor for a reference?

Background Checks

If offered a position, a background check may be completed if the position for which you have applied requires it.

Note: No applicant will be denied employment solely on the grounds of conviction of a criminal offense. The nature of the offense, the date of the offense, the surrounding circumstances and the relevance of the offense to the position(s) applied for may, however, be considered.

Personal Information

	YES	NO
Do you have any friends or relatives working for Associated Students, Inc. ?	<input type="checkbox"/>	<input type="checkbox"/>
Name: _____	Relationship: _____	
Name: _____	Relationship: _____	

Why are you applying for work at Associated Students, Inc.?

Do you have the following certification(s)? *Check all that apply.*

- | | |
|---|------------------------|
| <input type="checkbox"/> Adult CPR | Expiration Date: _____ |
| <input type="checkbox"/> Infant & Child CPR | Expiration Date: _____ |
| <input type="checkbox"/> First Aid | Expiration Date: _____ |
| <input type="checkbox"/> WFA or higher | Expiration Date: _____ |
| <input type="checkbox"/> Child Development Permit | |
| <input type="checkbox"/> Lifeguarding | Expiration Date: _____ |
| <input type="checkbox"/> Other | |

Do you have a Class B Driver's License?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
If hired, would you have reliable means of transportation to and from work?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Are you at least age 18? (if under age 18, hire is subject to verification that you are legal age or can provide a valid work permit)	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Are you able to perform the essential functions of the job which you are applying, either with or without reasonable accommodation?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

If no, explain: _____
 (Note: We comply with the ADA and consider reasonable accommodation measures that may be necessary for eligible applicants/employees to perform essential functions. Hire may be subject to passing a medical examination, and to skill and agility tests.)

If Student Applicant Only:

Are you currently enrolled at Sacramento State?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>
Have you been awarded Federal Work Study?	YES	NO
	<input type="checkbox"/>	<input type="checkbox"/>

Please list your availability:

Sunday	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday

Total number of hours you are able to work per week? _____
 When are you available to start? _____

References

Please list three professional references.

Full Name: _____ Phone: _____

Occupation: _____ No. of years acquainted: _____

Full Name: _____ Phone: _____

Occupation: _____ No. of years acquainted: _____

Full Name: _____ Phone: _____

Occupation: _____ No. of years acquainted: _____

Disclaimer and Signature

Please read carefully, initial each paragraph and sign below:

Initials:	<i>I hereby certify that I have not knowingly withheld any information that might adversely affect my chances for employment and that the answers given by me are true and correct to the best of my knowledge. I further certify that I, the undersigned applicant, have personally completed this application. I understand that any omission or misstatement of material fact on this application or on any document used to secure employment shall be grounds for rejection of this application or for immediate discharge if I am employed, regardless of the time elapsed before discovery.</i>
Initials:	<i>I hereby authorize Associated Students, Inc. to thoroughly investigate my references, work record, education and other matters related to my suitability for employment and, further, authorize the references I have listed to disclose to the company any and all letters, reports and other information related to my work records, without giving me prior notice of such disclosure. In addition, I hereby release the company, my former employers and all other person, corporations, partnerships and associations from any and all claims, demands or liabilities arising out of or in any way related to such investigation or disclosure.</i>
Initials:	<i>I understand that nothing contained in the application, or conveyed during any interview which may be granted or during my employment, if hired, is intended to create an employment contract between me and the company. In addition, I understand and agree that if I am employed, my employment is for no definite or determinable period and may be terminated at any time, with or without prior notice, at the option of either myself or the company, and that no promises or representations contrary to the foregoing are binding on the company unless made in writing and signed by me and the company's designated representative.</i>

Signature: _____ Date: _____

EEO VOLUNTARY SELF-IDENTIFICATION
(CONFIDENTIAL - FOR STATISTICAL USE ONLY)

We are an Equal Opportunity Employer and do not discriminate on the basis of race, color, religion, sex, age, national origin, disability, veteran status, sexual orientation, marital status or any other classification protected by Federal, state, or local law.

In order to comply with Federal and State law regarding employment data, ASI requests that you provide the following information. The information below will be used only in the compilation of data for legally required reporting and will be kept confidentially in a separate file. Completion of this data is strictly voluntary and will not affect your opportunity for employment, or terms or conditions of employment, if hired.

Position Applied/Hired For: _____

Sex: Male Female Other (Circle appropriate response)

Race and Ethnic Identification:

(Please check one of the descriptions below corresponding to the ethnic group with which you most identify.)

___ **Hispanic or Latino**

A person of Cuban, Mexican, Puerto Rican, South or Central American or other Spanish culture or origin regardless of race

___ **White (Not Hispanic or Latino)**

A person having origins in any of the original peoples of Europe, the Middle East, or North Africa

___ **Black or African American (Not Hispanic or Latino)**

A person having origins in any of the black racial groups of Africa

___ **Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)**

A person having origins in any of the peoples of Hawaii, Guam, Samoa, or other Pacific Islands

___ **Asian (Not Hispanic or Latino)**

A person having origins in any of the original peoples of the Far East, Southeast Asia, or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand, and Vietnam

___ **American Indian or Alaska Native (Not Hispanic or Latino)**

A person having origins in any of the original peoples of North and South America (including Central America), and who maintain tribal affiliation or community attachment

___ **Two or More Races (Not Hispanic or Latino)**

All persons who identify with more than one of the above five races

Check appropriate categories:

(Check All That Apply)

- Hispanic or Latino
- White (Not Hispanic or Latino)
- Black or African American (Not Hispanic or Latino)
- Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino)
- Asian (Not Hispanic or Latino)
- American Indian or Alaska Native (Not Hispanic or Latino)

___ **I do not wish to provide the above information**

At Will/Equal Opportunity Employer

CUSTOMER SERVICE WRITTEN INTERVIEW QUESTIONS

NAME: _____ **PHONE #:** _____
EMAIL: _____ **Other Phone:** _____
Where do you go to school? _____ **Major:** _____

Job Requirements:

1. The work hours for this position may start at 5:00am. Do you have reliable means of transportation to get to work on time? [] YES [] NO
2. The work hours may end at 10:00pm. Are you available to work these hours? [] YES [] NO

3. 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? _____

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

5. 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? _____

6. 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? _____

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

Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday

8. 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? [] YES [] NO

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 concerns following the dress code? _____

10. Are you comfortable working/speaking 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. This position requires physically challenging tasks such as regularly lifting 30lbs-50lbs; exposure to the sun working in warm temperatures for up to an 8 hours shift. Are you able to fulfill the essential functions of the positions?

13. Give an example of a work experience under similar conditions? _____

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 any membership/s within the education or boating industry. Examples of these are US Sailing, US Rowing, USA CKT, USA Water Ski, etc. _____

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: _____

SACRAMENTO STATE **AQUATIC CENTER**

Mission, Vision, Values and Code of Conduct

SACRAMENTO STATE ASSOCIATED STUDENTS MISSION STATEMENT

To serve the students of Sacramento State

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!

Staff Conduct 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: _____