

SACRAMENTO STATE **AQUATIC CENTER**

2018 Aquatic Center Application Packet

Name: _____

Phone: _____

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

___ Customer Service Representative Front Office Staff (*job duties/announcement included*)

___ Customer Service Representative Dock Master Staff (*job duties/announcement included*)

___ Youth Instructor Staff (*job duties/announcement 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

Conditional Job Offer Prerequisites

Background Check

Fingerprint (live scan)

Drug Test

Start Date: _____

TITLE: Front Office Customer Service Representative	
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Aquatic Center Operations Manager
FLSA CLASSIFICATION: Part Time – Non Exempt	

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

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.

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

TITLE: Dock Master Customer Service Representative	
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Water Front Supervisor
FLSA CLASSIFICATION: Part Time Non Exempt	

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 equivalent)
- Know how to tie appropriate knots to secure boats to docks.
- Be water safe to work on the docks

BACKGROUND CHECK

Background check is required after a conditional offer of employment.

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TITLE: Youth Instructor	
DEPARTMENT/LOCATION: Aquatic Center	DIRECT SUPERVISOR: Youth Programs Supervisor
FLSA CLASSIFICATION: Seasonal full time, non-exempt	

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

Background check is required after a conditional offer of employment.

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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: _____

YOUTH INSTRUCTOR WRITTEN INTERVIEW QUESTIONS

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

The work hours for this position may start as early as 6:00am. Do you have reliable means of transportation to get to work on time? [] YES [] NO

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. This position will require you will be in the sun 8 plus hours a day. Are you able to meet this job requirement? _____

9. This position requires physically challenging tasks such as regularly lifting 30lbs-50lbs; exposure to the sun working in warm temperatures for up to 8 hours shifts. Are you able to fulfil the essential functions of the position? _____

10. Thursday nights require some extra hours with staff meetings & parents night. Do you have any problems working these hours? [] YES [] NO

11. There is a required dress code attached. 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 is attached. Do you have concerns following the dress code? _____

12. Give an example of a work experience under similar conditions.

13. 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.? _____

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 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: _____