



Position Summary

The Participant Associate is responsible for ensuring the safety and positive experience of participants utilizing the Student Recreational Sports Center's (SRSC) and Bill Garrett Fieldhouse's (FH) self-directed use locations; primarily, the strength and cardio gyms and basketball courts.

Duties include

Upholding the Recreational Sports (RS) mission of connecting, informing and inspiring people to lead active, healthy lifestyles; educating participants on how to appropriately use facility spaces/equipment; educating participants on policies; providing feedback to participants and RS professional staff as needed; responding to accidents and incidents within RS guidelines; and providing basic maintenance and upkeep of the strength and cardio facilities and equipment. This position reports to the Assistant Director of Informal Sports.

Required Qualifications

- Experience and comfort using fitness equipment and recreation spaces
- Positive personality and a relational outlook
- A strong work ethic
- Initiative and maturity
- Professionalism in appearance and manner
- Strong communication skills
- Strong organizational and time management skills
- A desire for professional and educational growth
- The ability to multitask
- The ability to solve problems as they arise

Regular Responsibilities

1. Policies

- a. Read, understand, and abide by all employee policies stated in the Employee Playbook including the disciplinary action protocol.
- b. Enforce all participant policies as stated in the Employee Playbook.

2. Attendance

- a. Arrive on-time, in uniform and ready to work for all assigned shifts.
- b. Stay under 29 hours per week for all Indiana University jobs.
- c. Attend mid-semester and end-of-semester performance assessments each semester.
- d. Attend all staff meetings and Risk Management Unit Trainings (offered each semester).

3. Shift Requirements

- a. Appropriate uniform and Recreational Sports nametag should be worn at all shifts.
- b. There must be a replacement Participant Associate on the floor before you leave. If a PA has not come to relieve you after your shift, you must have a Team Leader or Assistant Manager implement the Participant Associate No-Show procedure. Do not leave until the problem is rectified or given permission by the Team Leader or Assistant Manager

4. Clocking In/Out

- a. Arrive on-time and work your entire shift. Clock in via TIME—the online payroll system.
- b. If you cannot properly clock in (i.e., due to computer problems), fill out a TIMEKEEPING Incident

Form and place it in the Graduate Assistant of Informal Sports mailbox at the SRSC or white lockbox at the FH upon completion of your shift. Do not fill out an incident form if you are late or absent. Failure to abide by this policy will result in disciplinary action and may result in termination.

c. Employees may use the "Missed Punch" function via TIME, however misuse of this function – i.e. clocking in during a time you were not in the building – WILL result in termination.

5. Relational Service

- a. Provide excellent relational service through: interacting with participants, seeking participant feedback, walking around the facility so you are visible/accessible, and greeting participants when they enter the strength and cardio and informal spaces.
- b. Be knowledgeable of all Recreational Sports programs and services so that you can be an ambassador of Recreational Sports to participants.

6. Safety

- a. Ensure safety by providing participants with instruction and education on proper usage of equipment by spotting when necessary.
- b. Ensure safety by educating participants on policies including but not limited to: stash your stuff, no dunking, clips on bars, appropriate attire, and relationally and verbally intervening in potential conflict situations (ex. verbal altercations on the courts).
- c. Feel comfortable approaching participants who need assistance on equipment or education on proper technique.
- d. Properly complete all checklists and equipment inspections, report any out of order equipment or equipment cleaning concerns by submitting a Facility Support Work Request.
- e. Take headcounts every half hour and document them properly.
- f. Monitor and record temperature and humidity; communicate facility closure to management when necessary.

7. Communication

- a. Maintain on-going communication with professional staff by checking email messages and responding promptly.
- b. Relay program information/feedback to the Assistant Director on an on-going basis.
- c. Keep all contact information up-to-date.

8. Subbing

- a. If you are unable to work your scheduled shift you are responsible for securing a sub.
- b. All sub requests must be posted on the Subitup.com.
- c. If you cannot find a sub you are still required to work your scheduled shift.

9. Assessments/Shift Visits

- a. Participate in all shift visits conducted by the Assistant Director, Graduate Assistant, or Program Assistants.
- b. You may be required to participate in periodic written and practical assessments to determine competency on the basics of equipment operation, exercise technique, safety procedures, and relational service.
- c. Participant Associates must successfully complete all assessments to continue employment.
- d. Participate in semesterly performance assessment meetings with the Assistant Director or Graduate Assistant.

10. Provide two weeks' notice if you choose to end your employment with the Division.

11. Perform other duties as specified by the Assistant Director and/or Graduate Assistant for Informal Sports.

Starting Pay Rate: \$10.70/hour with potential merit salary increases on a semesterly basis