

Participant Associate Position Overview

Position Summary

Participant Associates support the Recreational Sports mission to connect, inform and inspire people to lead active, healthy lifestyle by providing exceptional service to create a welcoming and safe environment for all our participants while rotating between the welcome center, equipment checkout and monitoring various activity spaces throughout assigned shifts at the Student Recreational Sports Center (SRSC), Bill Garrett Fieldhouse (BGF) and Recreational Sports Field Complex (RSFC).

Duties Include

- Educating participants on how to appropriately use facility spaces/equipment
- Providing support for accident, incident, and evacuation response within RS guidelines
- Helping to maintain cleanliness and safety in all activity spaces
- Distributing, cleaning and inspecting sport and safety equipment checked out by participants and staff
- Conduct open and closing equipment inventory
- Assisting with laundering towels and intramural/club sports uniforms
- Submit work requests, giveaway and package delivery notifications
- Support lock removals, lost and found and locker clean out procedures as needed
- Monitor School of Public Health lower level locker room

Required Qualifications

- 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

Preferred Qualifications

- Experience and comfort using fitness equipment and recreation spaces.

Position 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 (international students must remain under 20 hours per week during the academic year).
- c. Attend mid-semester and end-of-semester performance assessments.
- d. Attend all staff meetings and Risk Management Unit Trainings (offered each semester).

3. Shift Requirements

- a. Wear appropriate uniform and Recreational Sports nametag at all shifts.
- b. Your shift start time as indicated in SubItUp (Campus Recreational Sports' scheduling software) is the time you are permitted to clock in.
- c. There must be a replacement staff member present before you leave. If a staff member has not come to relieve you after your shift, you must contact a Team Leader.



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/phone problems), fill out a TIMEKEEPING Incident Form (a QR code is located by each clock in station) or directly email the Assistant Director. 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, and greeting participants when they enter the facility or approach the desk.
- b. Be knowledgeable of all Recreational Sports programs and services so you can be an ambassador of Recreational Sports to participants.

6. Safety

- a. Ensure safety by educating participants on policies including stash your stuff, equipment usage, no dunking, clips on bars, footwear policy and more.
- b. Feel comfortable approaching participants who need assistance.
- c. Properly complete all checklists, report any out of order equipment or equipment cleaning concerns by submitting a Facility Support Work Request.

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 Subitup.com.
- c. If you cannot find a sub you are still required to work your scheduled shift.

9. Assessment and Employment

- a. **Provide two weeks’ notice if you choose to end your employment with the Division.**
- b. Participant in semesterly performance assessment meetings with the Assistant Director

10. Other duties as assigned

- a. Perform other duties as specified by the Assistant Director and/or Program Assistants.

Starting Pay Rate: \$12.00/hour

