I. Introduction

Welcome to the Campus Recreation staff at Roanoke College, where we employ over 100 students in various capacities. We hope that you enjoy being a part of our team as we strive to provide the best program possible for our students and the rest of the campus community. This handbook is provided to guide our employees in the functions of their job within their program area and the department. Job expectations, responsibilities and evaluations are also covered. Employees should know and understand the policies listed in this handbook. If any specific questions or problems arise that are not covered, please ask your program coordinator.

II. Mission Statement

Campus Recreation strives to enhance campus life by offering a wide range of engaging programs and activities to encourage healthy lifestyles and maximize the participation and satisfaction of students and the Roanoke College community as a whole.

III. Organizational Structure

Campus Recreation works as a collective team to accomplish many of its goals. However, for most programming purposes the department is setup in 3 program areas each with 3 specific programs.

IV. Job Descriptions

The following job descriptions will cover the expectations and responsibilities of the Group Fitness staff:

- Group Fitness Supervisor
- Group Fitness Instructor
- Group Fitness Assistant
**Group Fitness Supervisor**

**Overview**

The Group Fitness Supervisor, reporting to the Fitness Coordinator, is a leader within the Group Fitness program who must show a high level of commitment to its success. The supervisor will schedule group fitness classes, supervise instructors, and teach classes as well.

**Hours**

- Approximately 6-8 hours per week
- Hours vary but may include mornings, afternoons, evenings and/or weekends

**Responsibilities**

- Be on time and ready to work when scheduled and responsible as a key holder
- Assist in recruiting, hiring, training, scheduling, supervising and evaluating group fitness instructors
- Check in participants before each class, recording participation data
- Plan and lead class in a safe and effective manner
- Encourage participants throughout the workout
- Make modifications for participants’ varying abilities as necessary
- Maintain an updated inventory of equipment and supplies and notify the Fitness coordinator of any equipment needs
- Respond to emergency situations according to level of first responder training
- Submit timely marketing requests to marketing manager for upcoming programs
- Attend regular Campus Recreation leadership staff meetings
- Conduct regular Group Fitness staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

**Qualifications**

- Must be a currently enrolled student in good standing
- Current First Aid and CPR/AED certification or willingness to become certified
- Current Group Fitness instructor certification or willingness to become certified
- Proficient knowledge of fitness concepts
- Exceptional communication skills and proven leadership qualities
- Ability to work independently
- Previous experience as a Group Fitness instructor preferred
Group Fitness Instructor

Overview
The Group Fitness Instructor, reporting to the Group Fitness Supervisor, is a valuable component within the group fitness program that is responsible for planning and instructing group fitness classes.

Hours
- Approximately 4-6 hours per week
- Hours vary but may include mornings, afternoons, evenings and/or weekends

Responsibilities
- Be on time and ready to work when scheduled and responsible as a key holder
- Check-in participants before each class, recording participation data
- Plan and lead class in a safe and effective manner
- Encourage participants throughout the workout
- Make modifications for participants’ varying abilities as necessary
- Assist in maintaining an updated inventory of equipment and supplies and notify the supervisor of any needs
- Respond to emergency situations according to level of first responder training
- Attend regular Group Fitness staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications
- Must be a currently enrolled student in good standing
- Current First Aid and CPR/AED certification or willingness to become certified
- Current Group Fitness instructor certification or willingness to become certified
- Prior knowledge of fitness concepts preferred
- Effective communication skills
- Ability to work independently
Group Fitness Assistant

Overview
The Group Fitness Assistant, reporting to the Group Fitness Supervisor, is a valuable component within the group fitness program that is responsible for assisting in class setup/breakdown and supervising Open Recreation.

Hours
- Approximately 4-6 hours per week
- Hours vary but may include mornings, afternoons, evenings and/or weekends

Responsibilities
- Be on time and ready to work when scheduled and responsible as a key holder
- Check-in participants before each class, recording participation data
- Under the supervision of an instructor, help plan and lead class in a safe and effective manner
- Assist instructor with class setup/breakdown
- Encourage participants throughout the workout
- Make modifications for participants’ varying abilities as necessary
- Assist in maintaining an updated inventory of equipment and supplies and notify the supervisor of any needs
- Respond to emergency situations according to level of first responder training
- Attend regular Group Fitness staff meetings
- Keep an accurate record of hours worked by clocking in and out correctly
- Submit bi-weekly timesheet when due
- Other duties as assigned

Qualifications
- Must be a currently enrolled student in good standing
- Current First Aid and CPR/AED certification or willingness to become certified
- Prior knowledge of fitness concepts preferred
- Effective communication skills
- Ability to work independently
V. Certification Requirements

Instructors are required to have instructor, CPR/AED and first aid training for their employment. If their certification expires during their employment, they are required to take the recertification course before they can return to work. Recertification courses are offered consistently during the year. Group Fitness recertification courses can be coordinated through their program coordinator.

VI. Meetings

Regular meetings and in-service trainings will be held with the staff to address concerns and ensure competency in job functions and abilities. These meetings will be held at a common time in which everyone is available. The supervisor will also serve on the Campus Recreation leadership team to ensure the needs of the program are covered.

VII. Scheduling Procedures

Each employee must send their weekly availability to the supervisor prior to each semester. The supervisor will compile the schedule then send to everyone via email as well as post at the desk in the facility. The supervisor will make an effort to see that employees’ availability is taken into consideration when making the schedule and hours are distributed appropriately. This will depend upon the needs of the program and the number of employees on staff as well as the employees’ availability and reliability. Employees are responsible for any shifts in which they are scheduled.

Occasionally, special events will be scheduled which require instructor coverage. The Group Fitness staff will be given as much notice as possible when that occurs.

VIII. Shift Coverage

The supervisor will setup a group text message to allow for quick and efficient communication, particularly when it comes to shift coverage. If you are in need of shift coverage for any reason, it is your responsibility to find a substitute. Please send a text message to the group as soon as you know you cannot make a scheduled shift so your fellow employees have ample amount of time to determine if they can cover for you. Once someone agrees to take your shift, it becomes their responsibility to work the scheduled hours.

If you are unable to find someone to cover your shift, then it is your responsibility to show up to work that shift. If you absolutely cannot work the shift, it is crucial to notify the supervisor as soon as possible so the pool can be closed in advanced. Failing to obtain shift coverage will result in disciplinary action.

If you are in need of a substitute due to an unforeseeable event (sudden illness, family emergency, etc.), contact the supervisor immediately and he/she will try to find someone to cover your shift. If possible, please make every effort not to wait until the last minute to do so.

IX. Dress Code

Each employee is required to show up to work in the proper attire in order to maintain the highest level of professionalism. Employees should wear a Campus Recreation staff shirt or hoodie, or a shirt displaying the specific class type with appropriate shorts or pants and footwear. It is necessary to wear your staff shirt so you are easily identified by participants. Failing to wear proper attire will result in a strike.
X. Job Procedures

Clocking In/Out

All employees are required to clock in/out at the beginning and end of their shift. The online timeclock can be accessed at intranet.roanoke.edu/timeclock. Clocking in/out can be done at the front desk computer in Bast 220. Employees are permitted to clock in no more than 7 minutes prior to their scheduled shift and should clock out within 7 minutes of their shift ending. If an employee forgets to clock in/out, they should notify their program coordinator immediately so it can be manually adjusted. Forgetting to clock in or out more than once per pay period results in a strike.

Timesheets

All student employees are required to submit a timesheet to their program coordinator on a bi-weekly basis. Timesheets can be generated using the “Report” menu on the online timeclock. Timesheets should be put in the correct folder in Bast 220 by Monday morning at 9:00am for a given pay period. For timesheets submitted late, there is a chance that it will not be processed for payment until the following pay period. The payroll calendar can be found at http://www.roanoke.edu/inside/a-z_index/business_office/payroll.

Key Access

Each employee will be issued a key which is to be used to access the facility only for programs and events acknowledged by Campus Recreation. Key holders are responsible for the access and security of the facilities being used. The door to the facility should be locked at all times unless an employee is on duty. If a key is lost, please notify your program coordinator as soon as possible. Keys should be turned in to Campus Safety when employment ends or upon request.

XI. Group Fitness Policies

The following rules are in place for participants taking a Group Fitness class and should be enforced by the staff:

1. Only members of the campus community are permitted to take Group Fitness classes
2. A Maroon Card is necessary to take a Group Fitness class
3. Staff instructions should be obeyed at all times
4. Members are allowed to bring up to one guest per visit
5. Proper athletic attire is required (no open-toed shoes or jeans)
6. Participants should exercise in a safe manner
7. Personal equipment (i.e. yoga mats) are allowed
8. Participants should wipe down any used equipment when finished
9. Weights and equipment should be returned in the proper place
10. Equipment cannot be taken out of the Group Fitness rooms

If a participant refuses to follow the rules, then the employee has the right to dismiss the participant. Campus Safety is available for assistance, if needed.

XII. Class Instruction

When arriving at the group fitness room, the instructor should open the door and turn on the lights. After opening the door and placing the door stop, the instructor should inspect the room to ensure there are no hazards and all equipment is in its proper place. If the instructor notices anything unusual that may pose a safety hazard, then the hazard should be taken care of before class begins. Finally, turn on the sound system, ensure the microphone is working properly, and play welcome music as participants arrive. When participants arrive, the instructor
should greet attendees and introduce him/herself, give a brief overview of the class and inform the participants of any equipment they may need.

The instructor should have all participants check in before class begins. Using the iPad, participants will enter their Roanoke College username or Maroon Card number to validate entry and track their participation. As an alternative, please collect handwritten Maroon Card numbers on a sign-in sheet and it will be manually entered later. Collecting participant data provides a number of benefits for the program. This data indicates who is participating in our programs and how many times they participate. This is important for Group Fitness because it shows which days and times work best for our students and proves which classes are viable. If a participant arrives after class begins, they can sign in at the end. Please ensure that participants check-in on the correct page:

- Body Attack: https://timeapp.roanoke.edu/checkin/53
- Body Pump: https://timeapp.roanoke.edu/checkin/35
- Insanity: https://timeapp.roanoke.edu/checkin/36
- Partner Power: https://timeapp.roanoke.edu/checkin/75
- Pound: https://timeapp.roanoke.edu/checkin/59
- SUP Yoga: https://timeapp.roanoke.edu/checkin/77
- Turbokick: https://timeapp.roanoke.edu/checkin/76
- Yoga: https://timeapp.roanoke.edu/checkin/44
- Zumba: https://timeapp.roanoke.edu/checkin/43
- Zumba Step: https://timeapp.roanoke.edu/checkin/45
- Zumba Toning: https://timeapp.roanoke.edu/checkin/41

When teaching the class, the instructor should follow the procedures learned during instructor training. Motivation and encouragement should be provided throughout the class. Proper modifications should be demonstrated for participants who may not be ready to perform challenging and advanced moves.

At the end of a shift, the instructor should turn off the sound system, ensure all items are in their proper place, turn off the lights and lock the door behind them. Prior to clocking out, the iPad should be returned to their proper place in the closet.

**XIII. Accountability**

**3-Strike Policy**

Each employee will be held to a strict 3-strike policy per semester. Employees will be notified of any and all strikes via email and will always be given the option to appeal.

Infractions that will be given 1 strike include:

- Failing to fulfill job duties
- Showing up late to work
- Wearing improper attire
- Inappropriate use of computer, cell phone or other technology
- Forgetting to clock in/out more than once per pay period

Some infractions are more egregious and result in 2 strikes. These include:

- Showing a complete disregard for job duties
- Failing to show up to work
An employee reaching 1 strike will receive an email notification. Reaching 2 strikes requires a meeting with the program coordinator. If the employee reaches 3 strikes during the semester, disciplinary action will be taken including suspension or even termination.

**Earning Strikes Back**

Strikes can be earned back by stepping up in some capacity in order to help the department complete various tasks. Employees seeking to earn a strike back should inquire with their program coordinator. Generally, committing 1 hour of time will result in 1 strike being earned back. Employees will be notified via email when a strike has been successfully earned back. A maximum of 2 strikes can be earned back per semester.

**Immediate Termination**

Some infractions may result in immediate termination (and referral to Student Conduct). These include but are not limited to:

- Stealing
- Sexual harassment
- Making racist or obscene statements to or about another individual
- Showing up to work under the influence of alcohol or drugs

**XIV. Pay Raises**

The department anticipates giving pay raises to employees for each semester of work based on satisfactory job performance. The amount of the pay raise is dependent on the number of strikes accumulated during the semester. Strikes earned back are taken into consideration when determining the amount of the pay raise.

<table>
<thead>
<tr>
<th># of Strikes Accumulated</th>
<th>Pay Raise Amount</th>
</tr>
</thead>
<tbody>
<tr>
<td>0</td>
<td>15 cents</td>
</tr>
<tr>
<td>1</td>
<td>10 cents</td>
</tr>
<tr>
<td>2</td>
<td>5 cents</td>
</tr>
<tr>
<td>3</td>
<td>0 cents</td>
</tr>
</tbody>
</table>

Working during the summer for a minimum of 12 weeks will count as an additional semester of service in which a pay raise can be earned.

**XV. Inclement Weather**

In order to protect the safety of staff and participants, programs may be canceled in the event of inclement weather. If inclement weather is in the forecast, the director, program coordinator and supervisor will make the decision as soon as possible then notify the staff accordingly. If no notification has been received, then employees are expected to be at work on time as scheduled.