APPLICATION FOR CUSTOMER SERVICE STAFF 2013

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

___ Front Office Staff (job description included)

___ Dock Master Staff (job description included)

___ Both Front Office & Dock Master (flexible with either)

Please complete

___ Aquatic Center Application

___ Interview Written Questions

___ Aquatic Center Code of Conduct/Dress Code

___ Resume (optional)

PLEASE RETURN TO

SACRAMENTO STATE AQUATIC CENTER
1901 Hazel Avenue
Gold River, CA 95670
ATTN: Customer Service Staff Application
(916) 278-2842
www.sacstateaquaticcenter.com
Associated Students, Inc.

**SACRAMENTO STATE**

**AQUATIC CENTER**

**JOB DESCRIPTION**

<table>
<thead>
<tr>
<th>WORKING TITLE: Front Office Assistant</th>
<th>CLASSIFICATION:</th>
</tr>
</thead>
<tbody>
<tr>
<td>DEPARTMENT/LOCATION: Aquatic Center</td>
<td>DIRECT SUPERVISOR: Aquatic Center Administrative Assistant</td>
</tr>
<tr>
<td>FLSA CLASSIFICATION:</td>
<td>APPROVAL DATE:</td>
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</tbody>
</table>

**SUMMARY:**
The Customer Service Representative shall handle the daily operations at the front office of the Aquatic Center. Primary areas of responsibility are proficiency in “Class” software, customer service and records management.

**ESSENTIAL DUTIES & RESPONSIBILITIES:**
Learn and become proficient in “Class” 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 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

**MINIMUM QUALIFICATIONS**
- Knowledge of PC windows-based personal computers - Microsoft Word, Excel, Outlook
- C.P.R. and California Boating Safety Certificate (must have required certifications within three months of hire)
- Ability to lift and move up to 50 pounds
- The ability to learn and know the Aquatic Center Program Schedule.
- Weekend availability is required

**PREFERRED QUALIFICATIONS**
Aquatic/boating knowledge
CPR, First Aid and Lifeguard Training or Equivalent Red Cross Water Safety Class
California Department of Boating & Waterways boating safety exam

**PAY RANGE**
$8.00-$9.25 Depending on Qualifications

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

WORKING TITLE: Dock Master
CLASSIFICATION: 

DEPARTMENT/LOCATION: Aquatic Center
DIRECT SUPERVISOR: Aquatic Center Youth Programs Director

FLSA CLASSIFICATION: 
APPROVAL DATE: 

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 clean equipment and facility. 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
- Ability to use power washer
- Pass the California Boating Safety Course
- Be checked-out to operate Safety launches on lake Natoma
- Be able to drive and Aquatic Center vehicle, for gas runs and Ice.
- Weekend is availability required.

PREFERRED QUALIFICATIONS
- Aquatic/boating knowledge
- Know how to tie knots
- Be water safe to work on the docks

Pay Range
$8.00-$9.25 Depending on Qualifications

All Aquatic Center Staff must sign a Code of Conduct and Dress Code Agreement.
APPLICATION FOR EMPLOYMENT

<table>
<thead>
<tr>
<th>Last Name</th>
<th>First</th>
<th>Middle</th>
<th>Date</th>
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<table>
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<tr>
<th>Street Address</th>
<th>Home Telephone</th>
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<th>City</th>
<th>State</th>
<th>Other Telephone</th>
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<tr>
<th>Have you ever applied for employment with us?</th>
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<tr>
<td>[ ] Yes [ ] No If “Yes,” Month and Year</td>
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<tr>
<th>Are you available to work full time?</th>
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<td>[ ] Yes [ ] No If “No,” what hours can you work?</td>
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<tr>
<th>Do you require a work permit?</th>
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<td>[ ] Yes [ ] No</td>
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<tr>
<th>Other special training or skills.</th>
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<tr>
<th>School</th>
<th>Name and Location of School</th>
<th>Course of Study</th>
<th>No. of Years Completed</th>
<th>Degree or Diploma</th>
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<tbody>
<tr>
<td>Graduate</td>
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<td>College</td>
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<td>Business/Trade</td>
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<td>High School</td>
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<td>Elementary</td>
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<tr>
<th>Membership in Professional/Civic Organizations or Hobbies:</th>
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<tr>
<td>(exclude those which may disclose your race, color, religion, or national origin)</td>
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<tr>
<th>Employment History</th>
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<tbody>
<tr>
<td>Employer:</td>
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<tr>
<td>Address:</td>
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</table>

| Supervisor: | Employed from: | to: |
| Phone: | Reason for leaving: |

| Employer: | Your Job Title: |
| Address: | Duties: |

| Supervisor: | Employed from: | to: |
| Phone: | Reason for leaving: |

<p>| Employer: | Your Job Title: |
| Address: | Duties: |</p>
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<tbody>
<tr>
<td>Phone:</td>
<td>Reason for leaving:</td>
<td></td>
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</table>

**References** (Please list five people who are not relatives.)

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<thead>
<tr>
<th>Name</th>
<th>How do you know them?</th>
<th>Telephone #</th>
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<td>4.</td>
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<tr>
<td>5.</td>
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</table>

Have you ever been employed by ASI?  [ ] Yes  [ ] No

Are you certified in First Aid?  [ ] Yes  [ ] No

Are you certified in CPR?  [ ] Yes  [ ] No

*Have you ever been fingerprinted?  [ ] Yes  [ ] No
If “Yes,” with what employers?_____________

Are you certified in Life Guarding?  [ ] Yes  [ ] No

Have you ever been convicted of a crime, excluding misdemeanors and summary offenses? [ ] Yes [ ] No
If “Yes,” describe:

State names of relatives and friends working for the Sac State Aquatic Center.

Are there accommodations that would be required for you to accept this position?  [ ] Yes  [ ] No
If “Yes,” describe:

Do you have a Class B Driver’s License?  [ ] Yes  [ ] No

Driving Record – Any moving violations?  [ ] Yes  [ ] No
If “Yes,” how many violations?______________  What type of violations?_______________________________________________

Other qualifications you might have that would further qualify you for the position you are applying for.

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_I hereby certify that the information contained in this application is true and correct to the best of my knowledge and agree to have any of the statements checked by the Sac State Aquatic Center or Associated Students unless I have indicated otherwise. I authorize the references listed above, as well as all other individuals whom Sac State Aquatic Center or Associated Students contacts, to provide Sac State Aquatic Center and Associated Students any and all information concerning my previous employment and any other pertinent information that they may have. I understand that any misrepresentation, falsification, or material omission of information on this application may result in my failure to receive any offer or, if I am hired, my immediate dismissal for employment. I understand that acceptance of an offer of employment does not create a contractual obligation upon the employer to continue to employ me in the future._

Signature

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Sacramento State Aquatic Center ● 1901 Hazel Avenue ● Gold River, CA 95670 ● (916) 278-2842 ● www.sacstateaquaticcenter.com

REVISED 1/16/13
CUSTOMER SERVICE WRITTEN INTERVIEW QUESTIONS

NAME: ________________________ AGE: ____________ PHONE #: _________________
EMAIL: ________________________ Other Phone: ______________
Where do you go to school? _________________________  Major: _____________________
City/State of residence? ________________________________

Job Requirements:
1. This position requires that you be at least 18 years old. If you are hired, can you provide legal proof that you meet the minimum age requirement? [  ] YES  [  ] NO

2. 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?
__________________________________________________________________________________________

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

4. Some days you may help over 300-800 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?
__________________________________________________________________________________________

5. 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? ___________________________________________________________________

6. What days and hours are you most available to work this summer?

<table>
<thead>
<tr>
<th>Monday</th>
<th>Tuesday</th>
<th>Wednesday</th>
<th>Thursday</th>
<th>Friday</th>
<th>Saturday</th>
<th>Sunday</th>
</tr>
</thead>
</table>

7. 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?
__________________________________________________________________________________________
If yes, Why?  

__________________________________________________________________________________________

8. Why do you want to be apart 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 any problem signing this contract?  

__________________________________________________________________________________________

10. Are you comfortable 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.  

<table>
<thead>
<tr>
<th>CPR</th>
<th>Class B Drivers License</th>
<th>For Hire License</th>
<th>USA Water Ski Instructor</th>
<th>US Sailing Certification</th>
<th>USACK Canoe &amp; Kayak</th>
</tr>
</thead>
<tbody>
<tr>
<td>First Aid</td>
<td>Lifeguard Training</td>
<td>California Boating Safety Certificate</td>
<td>USA Water Ski Trained Driver</td>
<td>US Rowing Instructors Certification</td>
<td>American Red Cross Instructor?</td>
</tr>
</tbody>
</table>

Are there any other certifications you currently hold?  

__________________________________________________________________________________________

__________________________________________________________________________________________

12. Do you have any health problems that would prevent you from doing this job?  

__________________________________________________________________________________________

__________________________________________________________________________________________

13. What does “sweat equity” mean to you?  

__________________________________________________________________________________________

__________________________________________________________________________________________

**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?  

__________________________________________________________________________________________

__________________________________________________________________________________________

__________________________________________________________________________________________

Sacramento State Aquatic Center • 1901 Hazel Avenue • Gold River, CA 95670 • (916) 278-2842 • www.sacstateaquaticcenter.com  
REVISED 1/16/13
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 job-related organizations, clubs, professional societies or other associations to which you belong. 

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 CSUS

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 CONDUCT
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!
Summer Staff, Instructors & Customer Service
Staff Contract and Dress Code

I _____________________ as a new temporary/seasonal employee of Associated Students of the Sacramento State Aquatic Center, agree to the following terms and conditions of employment:

I will have the current certifications before employment at the Aquatic Center: CPR, First Aid, Life Guard Training, and California Boating Safety Certificate.
I will have taken all the necessary aquatic classes (Sailing, Windsurfing, Canoeing, Kayaking, Rowing & Water Skiing). Class B Drivers License where it applies.
I understand that I will be setting an example as a role model for all the children and guest who come to camp or participate in any boating safety class. I agree to adhere to the dress code as follows:

* I will wear an Aquatic Center Staff shirt to work daily. I understand that a CSUS shirt must be worn at all times on the A.C. grounds. 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.

* I will wear shoes at all times. No bare feet! All summer shoes must have heel straps.

* I will come to work clean-shaven and well groomed.
  As a Man: The length of my hair will not go below the nape of my neck. No visible tattoos.
  No facial hair. Sideburns should be less than 1 inch. No visible body piercing. No Speedos! Must wear pre-approved shorts.
  As a woman: My hair will be pulled back from my face. No visible tattoos. No inappropriate body piercing. (NO belly, eye or tongue) No large hoop earrings. The camp director must approve swimwear. Chest cleavage must be appropriately covered. When working the front desk undergarments are required.

* 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 CSUS Aquatic Center policies and rules may result in termination.

My signature is my agreement to the above covenants and all they imply.

Print name: ________________________________ Date: ______________________

Signature: ________________________________ Supervisor: __________________