Being the Best Prepared Graduate Assistant: Guidelines for Managing a Recreation Department

A Creative Project

Submitted Final draft to the Graduate School

In Partial fulfillment of the requirements for the degree

Maters of Science

By

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Being the Best Prepared Graduate Assistant

Guidelines for Managing a Recreation Department

Created By Breanna Lynn Ridgway
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Introduction

Working as a graduate assistant at Ball State University means working not only in the specific area one is hired to do, such as the Fitness Graduate Assistant working fitness, but also assisting with all managerial task as well as helping in all departments. There are eight graduate assistant titles; including Special event, Aquatics and Safety, Outdoor Pursuits, Intramural sports, Youth and Family, Marketing and Patron Services, Sport Facilities and Informal Recreation, and Fitness. This guideline is created to cover managerial tasks that the graduate assistants perform on a regular basis. Many of the figures and appendixes that are used in this document were created by various members of the Ball State University Office of Recreation staff and graduate assistants over a number of years.

Managerial Tasks

The different tasks and responsibilities that every graduate assistant within the Ball State University Office of Recreation Services will need to perform during their assistantship include:

1. Money Handling
2. On Call expectations
3. Membership Team
4. Hiring Employees
5. Training Employees

6. Evaluating Employees

7. Scheduling

8. In- Services

9. Payroll

10. Special Event Team Leader

11. Purchasing Equipment and supplies

12. Fundraising

**1. Money Handling**

In order to protect the employees counting, handling, and depositing money it is important to keep accurate records of all transaction. The money is checked at four different levels within the building;

   a) End of shift report

   b) End of day report

   c) Cash Handling Daily Deposit report

   d) Senior Program Director check before getting sent off to Ball State University’s Bursar (Financial) Office

Graduate assistance and undergraduate employees will only use levels a to c. The Office of Recreation Services Official Cash Handling process is further described in the Appendix A, while how to fill out the different reports is described below.
A. End of Shift report

All employees check the amount money they have minus the start up money compared to the fusion report (figure1), as well as having the shift supervisor check the amount before placing it into the daily deposit bag. To run the end of shift report:

- Click on the reports button,
- Then the sales,
- Then sales by User,
- Fill out day and times that the shift started and ended,
- Choose either specific users name,
- Click view report.

Figure 1 (InnoSoft Canada, 2007)
B. End of Day report

At the end of the night the closing employee and shift supervisor should check all the money from the entire day. The amount of money in the register minus the start-up money should match the end of day report found on Fusion. This is checked by:

- Click on the reports button
- Then the sales
- Then sales by computer
- Fill out day and times
- Choose the individual area (example: Climbing wall, Rental Center, etc.)
- Click view report

Figure 2 (InnoSoft Canada, 2007)

The money is placed in the daily deposit bag and gets dropped in a secure location, such as a safe. Both employees must then sign and date a document (figure 3) signifying that all the money was dropped in the secure location.
C. Cash Handling Daily Deposit report

The graduate assistant gathers the daily drop bags from the safe location that have been deposited from all the different locations that handle money, which include Outdoor pursuits rental location, the climbing wall, Ball Gym equipment room, Student Recreation and Wellness Center (SRWC) equipment room, and the SRWC Front office. Then the graduate assistant pulls up all the end of the day report for each location off of fusion (Figure 4), to do so:
• Click on the reports button,
• Then the sales,
• Then sales by computer,
• Fill out day and times,
• Choose either all computers or each individual area,
• Click view report.

![Image of Fusion software interface](image)

**Figure 4 (InnoSoft Canada, 2007)**

Then the graduate assistant makes sure the money for each location is correct inside each daily deposit bag. Continue by fill out a Cash Handling Daily Deposit report. Each account sheet consists of columns for locations and rows of accounts. Match up the location to the account and fill in the appropriate amount. For example, if Front Office (FO) sold a $65 safety instructional course then place a $65 in the column labeled FO and the row labeled instructional. If that same $65 dollars was a check it would be noted under the checks column. Then once the report is filled out the total deposit boxes should
match in amounts (figure 5) Print off the report place in all into one daily deposit bag with all the money, coins, and checks in it then place it in a secure location.

Figure 5 (BSU Rec Documents, 2011)

D. Exchanging Money

Each graduate assistant is in charge of exchanging money in the cash registers as needed; this action needs to be documented with the amount of money, denominations, time, date, and signature for the amount going into or being taken out of the cash box. The graduate assistant that notices that the cash box is becoming full of bills with high denomination should call the Bursar office at 285-1643, to set up an exchange for bills of smaller
Being the Best Prepared Graduate Assistant

denominations, and then go to the bursar office (located in the basement of Lucina Hall) to complete the exchange. For example if the Front office needs change for two $20 and they received twenty $1, two $5, and one $10 it should be documented as figure 6 demonstrates.

<table>
<thead>
<tr>
<th>DATE</th>
<th>TIME</th>
<th>AMOUNT IN SAFE</th>
<th>WITHDRAWN FROM SAFE</th>
<th>SIGNATURE</th>
</tr>
</thead>
<tbody>
<tr>
<td>2/10/2011</td>
<td>3:50p</td>
<td>2 x 20 = 40</td>
<td>1 x 20 = 20, 2 x 5 = 10, 1 x 10 = 10 = 40</td>
<td>Breanna Ridgway</td>
</tr>
</tbody>
</table>

**Figure 6 (BSU Rec Documents, 2011)**

2. **On-Call Processes**

There is a primary and secondary on-call phone. They are set up so that two graduate assistants will be close to the facility to deal with any issues the undergraduate employees have while the professional staff and graduate assistants are not in the building. Eight of the nine graduate assistants take turns keeping the phone one day every week and seven graduate assistants take four weekends a semester. During school breaks and holidays the graduate assistants who will be available to work create a different schedule for the phones during that time. When in charge of the phones, the following are expectations given by the professional staff;

A. Stay in Muncie while in possession of either phone.
B. Always answer the phone when it rings. If a call is missed call back once the missed call is noticed.

C. Deal with any problems that come up. If the graduate assistant does not know how to deal with the problem, contact someone who does know what to do in the situation.

D. On-call graduate assistants should teach the undergraduate employees how to deal with easy problems by talking them through the steps to handle the issue themselves, and if they still need help, assist them.

E. If employees do not show up for work and the building is short handed, the on-call graduate assistant should find someone to go in or go work the position themselves.

F. On-call graduate assistants should set an alarm in the morning to make sure employees show up for opening shifts. Opening building supervisors are trained to call the on-call in the mornings when they arrive to work. If the graduate assistant does not receive the opening call they must get someone to go in or go into the building themselves and open it for public use.

3. Membership Team

Graduate assistants in all positions except Outdoor Pursuits and Special Events are part of a membership team. They handle creating and updating all gym membership or issues with the identification cards issued by Ball State University. In the front office, there is a membership binder that breaks down every step of handling memberships, including important dates, prices, how to work CSGold (which is the database for all the card
holders), and how to document the membership (either in Certain, an online registration database, or the paper registration form).

4. Hiring Employees

The steps used to hire undergraduate student employees include:

   A. Posting the job
   B. Interviewing
   C. Hiring

A. Posting the job

To open an on-campus job for students, the first step is decide what job to open and what job number correlates with that position (appendix C). Next if there are any specific details that need to be added to the posting they should be ready, such as, if there is a shortage of staff members who can work from 10am-2pm, then adding that the applicant must be available to work during the times listed. All positions listed in appendix C already have job descriptions similar to appendix B for each specific job. To get a copy of the Job descriptions contact the career center. The last step is to call the Ball State University Career Center 285-2440 or e-mail the Career Center Staff from a Ball State account and request that the job be posted on cardinal view jobs (the university’s online job search engine).

B. Interviewing

Interviews can be done with just the graduate assistant or a search committee made up of students who work in a similar or higher position. The applications should be reviewed to
reduce the number of applicants that need to be interviewed. Once interview times have been set, either through phone calls or e-mails, the next step is creating a list of questions. During the interview, the list of questions will help the interviewer stay on track, so all interviewees are asked the same questions, and create a level of equality to the procedure. “Asking open ended questions, as opposed to questions that can be answered with a yes or no, will allow candidates to reveal more about themselves” (Jackson, Jr. Oscar B., 2001, p. 3). Questions to avoid due to discrimination laws include; religion, national origin, race, marital status, parental status, age, disabilities, sex, political affiliation, criminal record, and other personal information. The only exception being with youth and family programming, a limited criminal history check is required.

If using a search committee, make sure the whole group knows what the graduate assistant is looking for in a new employee. What questions they are not allowed to ask, what format the group will be discussing each interviewee in to determine the group opinion, and that their opinion will be taken into consideration, but will not be the deciding factor. The committee can help the graduate assistant, but ultimately the decision to hire the applicant or not is their decision.

C. Hiring

After the decision has been made the graduate assistant must offer the position to the potential new employees and inform the applicants that will not be receiving a job offer. If they accept the job, they must then file the correct paperwork. To do this, all they need is the application with the referral slip from the career center. In the top left corner write in the start date, end date (end of school year), if they had a previous bar code (if yes
what was the number on the bar code), and the supervisor group number found in appendix D. This is demonstrated in figure 7.

Figure 7 (BSU Rec Documents, 2011)

5. Training New Employees

There are multiple steps to training new employees including:

A. Reviewing the Employee Manual
B. Staff Introductions
C. Explaining Expectations
D. Work Place Communication
E. Discipline Process
F. Emergency Action Plan
A. Employee Manual

All employees should go to http://recreation.iweb.bsu.edu/About/policies.html (the recreation Website under “about” and “guidelines”) to read the Employee Manual. The graduate assistants will need to give new employees the password to access the manual online. The password can be obtained from one of the Professional staff by the graduate assistant.

B. Staff Introductions

There should be actual in person introductions or some sort of PowerPoint presentation (figure 8) that introduces all the professional staff as well as the all the Graduate Assistants, since both groups work with all the staff when needed.

![Professional Staff and Graduate Assistants]

Figure 8 (Graskewitz & Ridgway, 2010)

C. Expectations

Explanation of expectations should be clear and concise. Train with visual aids, verbal cues, and demonstrations to better assure visual, audio, and kinesthetic learners will understand and remember the training. Creating a PowerPoint that the graduate assistant
discusses with each new employee will cover the visual and audio. The kinesthetic part will have to be the hands on learning, whether the graduate assistant has the employees shadow another employee for their first shift or just walk them to each area to physically go through all the procedures for those locations. Some of the expectations that are found in all the departments are as follows:

- Dress code (Khakis pants, BSU Rec polo/shirt, close toed shoes, and name tag)

Figure 9 (Graskewitz & Ridgway, 2010)

- Time Card/hours (how to clock in, clock out, deal with clock issues, and they are in charge of staying within the correct amount of hours)

Figure 10 (Graskewitz & Ridgway, 2010)
• Promptness (being on time for shifts, doing assigned task in a timely manner, dealing with issues when they occur, and communicating issues in a timely manner)

• Customer Services (deal with every patron every time, find the answer before sending them away, “I don’t know” is never an acceptable answer, and try to make them as happy as possible; although we cannot make everyone happy make sure they do not leave mad)

Figure 11 (Graskewitz & Ridgway, 2010)

• Professionalism (Never let your emotions guide the way you work, make sure discussions with co-workers and patrons are appropriate, be friendly while at work but don’t let your personal life interfere with work, and hold everyone to the same standards by making everyone follow facility rules)
• Be ‘active’ (if you have time to lean you have time to clean, no sitting, no reading, no cell phones, and be attentive to patrons)

**Figure 13 (Graskewitz & Ridgway, 2010)**

**D. Work Place Communication**

There are multiple forms of communication that are acceptable in this particular work force, including:

- **E-mail**
  - This should be used for information that is not urgent and reminders of conversations that happened in passing
• Phone (Employees should have Primary On-Call, Secondary On-Call, and both Equipment Room phone numbers saved)
  o This should be used for Opening call (the supervisor calls when they open the building every morning), Sick employees, Emergencies, Cash Handling issues, and building issues employees do not know how to handle
• Meetings/In Services
  o This should be used for procedure changes and reminders of current procedures
• One-on-one meetings
• When to work
  o This should be used for scheduling and scheduling issues
• Radio Communication
  o This should be used within the building during shifts between employees

Figure 14 (Graskewitz & Ridgway, 2010)
Radios are not for conversation, transmissions should be brief, professional, and concise. Never use vulgar language, patron’s names, or use them for non work related conversations. A correct example would be:

- Instructor: “BSU Fit to Rec Center Supervisor”
- Supervisor: “go ahead BSU Fit”
- Instructor: “Can you unlock the closet in room 212A”
- Supervisor: “On my way”

The Radio Channels

- Channel 1: Normal daily communication
- Channel 2: Power outage times or when the frequency on channel 1 is not working
- Channel 3: Special events

The Emergency codes

- Code Red is when a life threatening emergency is happening in an area
- Code Orange is when someone is severely hurt or body fluids are in an area
- Code Purple is when there is a fight
- Code Grey is severe weather
- Code Black is an active shooter or bomb threat
- During special events they use a code word such as “chirp chirp” to signify an emergency
With the codes different employees, depending on their position, have different tasks to complete.

E. Discipline

There are 4 levels of discipline:

1. Verbal Warning, serve as a reminder of expectations
2. Written Warning, serve as a second warning that expectations are not being met
3. Sanction/Suspension, serve as a final warning as well as the employee must lose or pick up extra shifts (the amount being at the discretion of the supervising graduate assistant based on the severity of the incident)
4. Termination

The severity of the incident will dictate what level each offense receives. For example, if an employee is 10 minutes late, for the first time to a shift, it would be a verbal warning, where if an employee did not show up or call in for a shift it is a sanction/suspension immediately. It is at the discretion of the employee’s direct graduate assistant to decide the severity of the incident. All discipline is documented with employee performance reports.

F. www.whentowork.com

This is the program that employees can get their schedule from anywhere there is internet access. They will need to know how to do all of the following:

i. Log in

ii. Reading their schedule
iii. Change personal information

iv. Trade or drop shifts

v. Communication

vi. Log in

Go to www.whenowork.com click the red sign in button in the top left corner. It will take the employee to the sign in page (figure 15). The graduate assistant should have already e-mailed the sign in instructions that will provide a sign in ID and password.

Figure 15 (WhenToWork, Inc. 2000)

Figure 16 shows the home page of individual employee account. Each section is then listed at both the top of the page in the tool bar as well as directly under the employee’s name.
ii. Reading the schedule

Click the “Show My Schedule” or “Schedule” in the tool bar to open to the current week schedule. To see the previous week click on the arrow pointing left or to see the next week click on the arrows pointing right. The employees can look as far back or as far forward as the schedule is already posted.

iii. Changing Personal information

To change personal information employees need to click on the “info” button in the tool bar to take an employee to the “My information” page. Here they need to add their phone number and e-mail address, if it is not already added. This is also the page where they can
choose the option to let all fellow employees see their phone number or e-mail address. This is encouraged but not mandatory (if the employee is late to work this is how their co-workers can contact them, otherwise the employee will not receive a reminder phone call).

iv. Trading or Dropping shifts

Click “Trades” in the tool bar to open the trade board (figure 17). This is where all shifts can be dropped or traded. If an employee chooses to drop a shift that means they are just giving away those hours, trade means they will work a different shift for someone else who works theirs, and drop/trade means they are willing to do either.

![Figure 17 (WhenToWork, Inc. 2000)](image-url)
To put a shift an employee does not want to work that week on the trade board they click on “Trade My Shift” that will take them to a list of all the shifts they are assigned to work (figure 18). They then check either trade, drop, or both and at the bottom of the list they click “post”.

![Trade My Shifts - Windows Internet Explorer](https://www3.wheniwork.com/cgi-bin/wzWc.dll/empaddshift.htm?SID=4622089141C6)

**Figure 18 (WhenToWork, Inc. 2000)**

To pick up a shift off of the trade board (figure 14) the employee simply clicks on the shift they want to pick up or trade. Once they do a, pop up box will let them either “pick up this shift” or choose which shift they are wanted to trade.

v. Communication
There is a Bulletin board and messaging through whentowork as forms of communication. The bulletin board is used by employees and employers alike to post items. The messaging is like an e-mail account, only to send an email the person just finds the name of the person instead of an e-mail address. The inbox is also kept in the whentowork system.

vii. Emergency Action Plan

Steps for risk management, defined as identifying risks and then eliminating or reducing those risk (Fred, 2010, p. 266) make it essential to have an Emergency action plan (EAP). It breaks down into 3 steps:

- Notification – calling the correct code over the radio (reference page 21)
- Action Taken – whether that be clearing the room, administering first aid, calling an ambulance, or whatever the situation requires
- Evaluation – looking at what went well and what could have been done better with the way the situation was handled

All Ball State University Office of Recreation Services employees are American Red Cross CPR/AED/first aid certified. Each graduate assistant trains their employees what specific role they play in the emergency action plan.

6. Employee Evaluations

Employees are evaluated on both positive and negative performance with performance reports (figure 19)
Reports should be written in 3rd person, straight to the facts, and clearly stated, for example:

“Monitor Smith did not show up for his shift at 12:45pm. Supervisor Doe called Monitor Smith at 12:50pm and left a voice message. Monitor Smith showed up for his shift at 1:00pm, and told Supervisor Doe he had lost track of time.”
The performance reports serve as the documentation for all discipline actions that take place and demonstrate why employees are terminated if that happens. They also serve as a way to find the employees that excel in their position and should be promoted. It is equally important for graduate assistants to praise positive performances as it is for them to take action for negative performances.

7. Scheduling

This is done through the whentowork manager site, which all graduate assistants are given access to with a personal username and password. After logging onto the site, the main page looks the same as the one the employees utilize. The GA must:

- Go to “schedules”
- Open the week being scheduled
- Click “Add Shifts”
- In the pop up box select the day/days of the week, Position, start and end time
- Click “add this shift”
To assign employees to the shifts listed:

- Click on the shift
- In the pop up box find the employee’s name
- Then click their name
- Click “Save Change”
• Choose to save a day or week and name it something
• Go to the week or day that the template will be place
• “Import” choose the template wanted on the day it should appear
• Publish all Unpublished weeks so employees have access to see the schedule

8. In-Services

Each department holds in-services or meeting to keep the staff updated on all new policies and make sure they remember the existing ones. This also serves as a time to revisit training on items such as emergency codes, the emergency action plan, and first responder training. Most departments use once a month in-services, but some departments have more changes happening and need once a week or bi-weekly meetings. For example for facilities monitors and supervisors once a month is sufficient because there are not as many changes happening in the job each employee does, where Cardinal Kids Camp Counselors meet weekly because they switch campers and have themes each week.

9. Payroll

All undergraduate employees get paid bi-weekly; it is the job of the graduate assistant who directly supervises each program area to check the hours of every undergraduate employee who works in their areas. To do this the graduate assistant must have the employee schedule off when they work and each employee timecard (figure 22), that can be located on Kronos.
The graduate assistant then looks at the time, day, and account the employees get paid out of to make sure they clocked in and out correctly during that pay period. If there are issues with the times the employee must be contacted so they can approve any changes made to their time card. It must then be approved once all the timecards are correct at the end of every two weeks.

10. Special Event Team Leaders

Every graduate assistant will at one point have to work a special event, as well as it is required to work all football games. The graduate assistants have to know thing such as:

- Crowd Management- involving movement theory, which is knowing the crowds density, speed and flow, ingress, how they are entering the area, and egress, how they are exiting the area (Fred, 287-291)
• Evacuation Process- involves delay time to start the evacuation and time needed to travel to a safe location (Fred, 293)

• Alcohol Policies- Ball State is a dry campus and therefore most events no alcohol is served or allowed in the area. The only exception being there are designated areas that the entries and exits are monitored to ensure all alcoholic beverages stay in within that location.

• Emergency Action Plan- this is area specific, with different event locations and sections within each location. It also varies with the type of emergency that occurs.

• Event Staff Responsibilities- what each staff member in the graduate assistant’s designated areas is responsible for doing.

11. Purchasing

The graduate assistants are also responsible for purchasing equipment, paperwork, and anything else the departments need. There are three types of ways items are purchased:

A. Purchase orders are for items that cost $1,000 to $10,000.

B. Bids are for items that cost more than $10,000

C. Credit Card purchases are for items under $1000.

There are multiple steps included in each process;

• Find an acceptable vendor

All entities of Ball State are tax exempt when purchasing items. Therefore all vendors must be willing to void the tax on the items bought.
• Get a quote

All entities of Ball State are tax exempt when purchasing items. Therefore all vendors must be willing to void the tax on the items bought.

• Get bids

The vendor, once they have been approved, need to e-mail or fax a quote for all the items the graduate assistant wants to purchase, including estimated shipping and handling.

• Create a purchase order

This contains information such as the account number, the total amount including shipping and handling, company names, approval signatures, and an item breakdown (as seen in figure 23).
Create an expense request form

This contains similar information to a purchase request listing what is being purchased, the account the purchase is coming out of, and an estimate of the cost of those items (as seen in figure 24).
### Expense Request Form

**Recreation Services**

**Purchase Orders, Payment Requests, Journal Vouchers, and Other**

Directions: Circle an Account Number and Area of Expense or Appropriate Subcode

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<thead>
<tr>
<th>State Account (****)</th>
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<tbody>
<tr>
<td>3117</td>
</tr>
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<table>
<thead>
<tr>
<th>Reserve Accounts</th>
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<tbody>
<tr>
<td>3218 (Informal Pick &amp; Roll Sports)</td>
</tr>
<tr>
<td>3218</td>
</tr>
<tr>
<td>3218</td>
</tr>
<tr>
<td>3218</td>
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<tr>
<td>3218</td>
</tr>
</tbody>
</table>

| 3218 (Fitness & Instructional) |
| 3218                |
| 3218                |
| 3218                |
| 3218                |

| 3218 (Youth & Family) |
| 3218                |
| 3218                |
| 3218                |
| 3218                |

| 3218 (Sport Clubs) |
| 3218                |
| 3218                |
| 3218                |
| 3218                |

<table>
<thead>
<tr>
<th>Credit Card Purchases</th>
</tr>
</thead>
</table>

Directions: Circle Appropriate Account Number as well as Area of Expense

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<table>
<thead>
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<tr>
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</tr>
<tr>
<td>3218 (Youth &amp; Family)</td>
</tr>
<tr>
<td>3218 (Sport Clubs)</td>
</tr>
</tbody>
</table>

**Justification:**

**Ball Hitch 2" for OP FL Trip, Transportation Installed Wrong ON FLEET VEHICLE FOR HAULING CANOE/KAYAK TRAILER LOWE'S PURCHASE**

ACCOUNT ****.**** - $13.88

- **Date:**
- **Requestor:**
- **Director Signature:**

---

**Figure 24 (BSU Rec Documents, 2011)**

- Submit paperwork

All purchases have to be approved and signed off by the Director of Recreation Services before the actual purchase will be approved by the purchasing department.
• Check supplies

Once the items get shipped into the office then the purchase order must be checked against the items received to ensure that everything that was ordered was delivered.

Once the graduate assistant decides how they are going to purchase the items, based on the cost breakdown they will need to use the following steps that correlate with the correct process.

A. Purchase Orders

To complete a Purchase order:

1. Find an acceptable vendor
2. Get a quote
3. Create a purchase order
4. Submit paperwork
5. Check supplies

B. Bids

To complete a bid:

1. Find multiple acceptable vendors
2. Work with University Purchasing to get bids
3. Create purchase order
4. Submit paperwork
5. Check supplies
C. Credit Card purchase

To complete a Credit Card purchase:

1. Find an acceptable vendor
2. Get a quote
3. Create an expense request form
4. Submit paperwork
5. Go purchase the item

12. Fundraising Account

Each year there are multiple conferences within the recreation profession that are excellent networking opportunities for all graduate assistants and professionals in the field. Some of the more common include:

- NIRSA – National Intramural & Recreational Sports Association
- IRSA- Indiana Recreational Sports Association
- Lead On – Regional Recreation Conference
- AORE - Association of Outdoor Recreation Education
- Midwest Fit Fest

To help these conferences be more affordable for the graduates there is a graduate assistant Fundraising account. Some of the fundraisers that have been done include:

- Selling Parking tickets to special events (for a percentage)
- Cleaning up after events
- Selling Nike Recreation apparel
Appendix A

Ball State University Office of Sports Facilities & Recreation Services

Policies and Procedures

Category: Recreation Services

Title: Cash Transaction and Deposits

Origin Date: 01/22/2007

Last Revision: 2/11/2011

Last Review: 2/11/2011

Approved by: Dan Byrnes, Director of Sports Facilities/Recreation Services

Policy Statement:

The Office of Recreation Services will report all cash transactions, revenues, and deposits in a consistent manner in accordance with the procedure outlined below.

PURPOSE:

To ensure accountability at all levels of our financial operation and to protect the integrity of both employees and patrons through a system of checks and balances.
PROCEDURES:

- Startup procedure for all points of sale (Student Recreation and Wellness Front Office, Student Recreation and Wellness Equipment Room, Climbing Wall, Rental Center, Ball Gym Equipment Room, & Cardinal Kids Camp Office)
  - Verify the correct amount of startup cash is available
    - If there is a discrepancy call the graduate assistant, assistant director, or associate director related to this area.
- Transition procedures between employees shift by shift
  - Each transition should be documented on an “end of shift” report
    - This report should outline:
      - All registration and service revenue
      - All credit card, cash, and check transactions as well as the total revenue for the shift
      - Any discrepancies that occurred during the shift
      - If there is a discrepancy call the graduate assistant, assistant director, or associate director related to this area
- End of day deposit (Climbing Wall, Rental Center, Student Recreation and Wellness Center Equipment Room and Student Recreation and Wellness Center Front Office)
• Closing employee will complete an end of shift report and will follow with an end of day report
  
  • The End of Day Report will outline:
    
    o All registration and service revenue
    
    o All credit card, cash, and check transactions and the total revenue for the entire day
    
    o Any discrepancies that occurred during the shift
    
    o If there is a discrepancy call the graduate assistant, assistant director, or associate director related to this area
  
  • Closing employee will then make deposit in equipment room safe while being accompanied by the building supervisor or other designated employee
    
    o End of day deposit (Ball Gym Equipment Room and Cardinal Kids Camp Office)
  
  • Closing employee will complete an end of shift report and will follow with an end of day report
    
    • The End of Day Report will outline:
      
      o All registration and service revenue
      
      o All credit card, cash, and check transactions and the total revenue for the entire day
      
      o Any discrepancies that occurred during the shift
Being the Best Prepared Graduate Assistant

- If there is a discrepancy call the graduate assistant, assistant director, or associate director related to this area

- If deposit is less than $50.00, Ball Gym supervisor will lock evening deposit in designated storage unit and will be picked up immediately the next morning by a graduate assistant and deposited in the Student Recreation and Wellness Center safe

- If deposit is greater than $50.00 Ball Gym supervisor will be escorted to Student Recreation and Wellness Center by a designated employee to drop the deposit in the Student Recreation and Wellness Center safe

- Accountability for cash deposit process

- All shift reports will be verified by the shift supervisor or designated employee
  - The verification process will consist of:
    - Confirmation that reported cash, checks, or charges received are accurate
    - Registration materials received are consistent with revenue received
    - Exact amount of revenue reported is present in the form of cash, check, or charge receipts

- Employee completing end of day report will verify shift reports are completed accurately and verified by shift supervisor
• All end of day reports will be verified by a graduate assistant within one business day of deposit
  
  • The verification process will consist of:
    o Confirmation that reported cash, checks, or charges received are accurate for entire day
    o Registration materials received are consistent with revenue received for entire day
    o Exact amount of revenue reported for entire day is present in the form of cash, check, or charge
    o Substantiation that all shift reports were verified by shift supervisor or replacement employee

• End of day reports will be systematically inspected by assistant director or associate director on weekly basis
  
  • The inspection process will consist of:
    o Confirmation that reported cash, checks, or charges received are accurate for entire day
    o Registration materials received are consistent with revenue received for entire day
    o Exact amount of revenue reported for entire day is present in the form of cash, check, or charge

• All end of day reports will be prepared by a professional staff member for deposit to accounting via the cash net system within 72 hours or when daily deposits exceed $500. End of day reports
will be inspected by the professional staff member prior to deposit preparation

- Deposits to accounting office
  - A professional staff member will prepare all end of day reports according to cash net process
  - Following submission of deposits to cash net an senior program director, associate director, or director will verify deposit to cash net is accurate
    - The verification process will consist of:
      - Ensuring all cash, checks, and charges equal end of day reports and cash net report
Job Number: 262411

Job Title: Climbing Wall Attendant

Number of Positions: 15

Hours/Week: 10-20

Days and Times: Arranged

Rate of Pay: $7.25/ hour

Posting Date: February 10, 2010

Job Description:

Climbing Wall Attendants (CWA) will be required to maintain a SAFE and fun climbing environment. CWAs will greet guests in a friendly manner, check guests into the climbing wall, assist guests in the use of climbing equipment, assist the Graduate Assistant for Outdoor Pursuits and the Assistant Director for Outdoor Pursuits in providing instruction during clinics, and perform other guest service-related duties. In addition to the above mentioned guest service responsibilities, CWAs will be responsible for the inspection and maintenance of climbing equipment, changing holds on the wall and route setting, and providing instruction. CWAs will also be responsible for the documentation of the usage of equipment and tracking climbing participation numbers on
a shift-by-shift basis. Available hours may include Sunday-Friday from 2 p.m.-10 p.m. and Saturdays from 10 a.m.-7 p.m.

**Required Qualifications:**

Candidates must have the ability to earn a BSU Outdoor Pursuits Top rope Belay Qualification. Candidates must be able to stand for an entire shift (up to 4 hours at a time). Candidates must hold, or have the ability to attain American Red Cross First Aid, CPR, and AED certifications. **Candidates must also be able to report for training from August 2-18, 2010.**

**Desired Qualifications:**

Indoor climbing or ropes course experience is preferred, but not required. Exceptional candidates will demonstrate a working knowledge of indoor climbing OR a desire to learn the sport.

**Contact Information:**

Call the Career Center at 285-5634 to arrange an appointment to get a referral for this job.
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<td>Family Swim Coordinator</td>
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References

*Bsu Rec documents.* (2011). Unpublished manuscript, Office of Recreation Services, Ball State University, Muncie, Indiana.


