INTRAMURAL SPORTS
MANAGER
Welcome to the SF State Campus Recreation Team! It is only with a strong, cohesive group of both student and professional staff that our programs will be successful. This document serves as a summary of important information about the requirements, responsibilities and procedures for all persons acting or employed for the Campus Recreation Department. These policies should be reviewed with you during an orientation and skills review session. If you have any questions about your responsibilities or emergency procedures they should be discussed at this session or with your supervisor. You will be expected to know the contents of this manual and to comply with the policies and procedures that are described.
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SECTION ONE: INTRODUCTION

I. Mission Statement

A. The Campus Recreation Department strives to meet the dynamic needs and interests of students by providing programs and services that promote positive physical and mental health, encourage lifetime interest in active, healthy lifestyles and provide student leadership opportunities that compliment academic experience. We promote an environment that values, embraces, and enriches individual differences by providing students, faculty, and staff with programs that reflect the diversity of San Francisco State University.

II. Administration

A. Organizational Chart

![Organizational Chart Image]
SECTION TWO: THE CAMPUS RECREATION DEPARTMENT

III. Facilities
   A. Gymnasium
   B. Burk Hall
   C. Student Services Building
   D. Tennis Courts
   E. Cox Stadium

IV. Programs
   A. Intramural Sports
   B. Sport Clubs
   C. Group Fitness
   D. Aquatics
   E. Informal Recreation
   F. Faculty/Staff

V. Safety & Security
   A. Use the Buddy System
      1. When walking through campus at night, make sure that you leave with another
         student or fellow employee. Never leave the facilities alone.
   B. C.A.R.E.
      1. The Campus Alliance for Risk-free Environment offers security and assistance to
         escort from Campus Recreation programs at night.
         1. Shuttle –this service is designed to transport you to your car or to public
            transportation at night. (415) 338-1441
         2. Walking Security –a security office can be available to walk you to your
            car or to public transportation at night. (415) 338-7200
   C. Campus Police
      In the event of an emergency or any situation in which you feel uncomfortable,
      please contact the campus police department for assistance. (415) 338-7200
   D. Communication
      1. Your 2-way radio is your primary communication device.
2. Each of the following facility locations must have a radio on at all times: Gym 100, Gym 147, Swimming Pool, Strength & Conditioning Room and Tennis Courts. **NO EXCEPTIONS!**

3. All radios should ALWAYS be set on channel #10.

4. The Facility Manager on duty must carry a 2-Way Radio and a cell phone on them at all times. The following numbers should be stored in the phones contact list in case of an emergency: University Police, Campus Recreation Staff.

5. 2-Way Radio Protocol

<table>
<thead>
<tr>
<th>Step</th>
<th>Example</th>
</tr>
</thead>
<tbody>
<tr>
<td>Step 1: Send Alert</td>
<td>“Gym 148 to Guard Shack”</td>
</tr>
<tr>
<td></td>
<td>.................................................Facility Manager</td>
</tr>
<tr>
<td></td>
<td>.................................................Marc</td>
</tr>
<tr>
<td></td>
<td>.................................................Ryan</td>
</tr>
<tr>
<td></td>
<td>.................................................Lauren</td>
</tr>
<tr>
<td>Step 2: Wait for Response</td>
<td>“Guard Shack, Go Ahead”</td>
</tr>
<tr>
<td>Step 3: State Need</td>
<td>“Can you bring a first aid kit to Gym 148”</td>
</tr>
<tr>
<td>Step 4: Confirmation</td>
<td>“On my way”</td>
</tr>
</tbody>
</table>

Note: On any injury or emergency calls heard on the radio, the Facility Manager will respond to the location specified for assistance. Any time Campus Police or EMS are called by a Manager on duty, the Director of Campus Recreation must be called and notified once the situation has been handled appropriately.

**VI. Codes of Conduct**

A. Tardiness

**ARRIVE ON TIME.** It is absolutely CRITICAL that you begin your shift **on-time.**

Get to work early in order to give yourself enough time to change and be ready to begin your shift at the scheduled time. Remember, the rest of your staff is depending on you to be responsible. If you are late, that creates a double standard amongst your staff and may prevent a fellow co-worker from leaving on-time. If you know that you will be late, call your Program Coordinator in advance to let him/her know. Let others know what is happening.

a. **Policy**

First time – Write up
Second Time – Write up & reduction of hours
Third Time – Possible Termination
B. Attendance

1. **NEVER MISS A SHIFT.** In the event that an emergency arises, you are taken ill, or circumstances prevent you from working your scheduled shift, it is YOUR responsibility to arrange for a substitute. When you find a substitute, it is your responsibility to alert your immediate supervisor (Manager, Program Coordinator, etc) of the shift change and place the shift on the whenetowork.com trade board. In extreme circumstances, special arrangements can be made.
   a. Policy
      First Time – Write up
      Second Time – Write up & Reduction of hours
      Third Time – Possible Termination

C. Attention and Surveillance

1. **ALWAYS STAY ON TASK.** Do not do homework, read, visit with other staff, or leave the facilities unattended while on duty. Your full attention should be on the job at hand. There is more going on than you may think, be aware and be present to help if a situation should arise.
   a. Policy
      First Time – Write up
      Second Time – Write up & Reduction of Hours
      Third Time – Possible Termination

D. Dress Code

1. All on-duty staff must be in uniform at all times. No exceptions!
   a. Policy
      First Time – Write up
      Second Time – Write up & Reduction of Hours
      Third Time – Possible Termination

E. Zero Tolerance

1. As an Employee of the Campus Recreation Department, you are expected to present a high level of decorum while on-duty. Committing any of the following violations will result in immediate termination:
   a. Aggressive behavior (fighting, verbal abuse, etc.)
   b. Use of derogatory language (race, gender, etc.)
   c. Intoxication (alcohol, drugs, etc.)
   d. Theft
   e. Sexual Harassment
VII. Scheduling & Payroll

A. All employees are required to use our online scheduling system: whentowork.com for all scheduling services. Each staff member will:
   1. Select a login and password prior to working
   2. Upload their availability into whentowork.com
   3. Employees are required to check their schedules weekly to make sure that they are able to work their assigned shifts.

B. All sub requests and shift changes must be made online using whentowork.com. No changes are final until approved by the program coordinator. All requests must be made at least 24 hours in advance. Emergency shift changes must be made through the program manager. All schedules will be posted two weeks in advance and can be viewed at any time online.

C. All staff links such as: the link to the login for whentowork.com, pay vouchers, due dates for payroll and employee handbooks can be found on the Campus Recreation Website.
   1. <Go to> The Campus Recreation Department Homepage
   2. <Select> Employment
   3. <Select> Staff Resources

D. Student Pay Vouchers must be completed and turned in by the assigned due date (see handout).

E. Paychecks should be picked up from the Student Services Building Room 403 on the 15th of every month (see schedule).

F. Your paycheck will be held at SSB 403 for 5 days. After 5 days, you will need to contact your immediate supervisor for instructions.

VIII. Issued Equipment

A. Locker & Towel
   1. Will be issued by the locker room for the duration of the semester. You will be issued a new locker every semester. Lockers must be cleared out at the end of the semester by the posted deadlines within each locker room.

B. Campus Recreation Department Shirt

C. Department Identification Badge
SECTION THREE: INTRAMURAL SPORTS MANAGER

IX. Job Description

A. Position Summary

Provides program oversight of Campus Recreation Department Intramural Sports leagues, with direct oversight of all intramural games, staff trainings, and Captain’s/Free Agent Meetings. Individual works directly under the Intramural/Sports Club Coordinator, and will be responsible for assisting with scheduling of games and staff, setting up for game needs, writing nightly reports, posting game scores, and checking all equipment inventories. Candidate will be responsible for all aspects of 1 or 2 sport leagues at any given time including staff training, league scheduling, score reporting, game staffing, game preparation, game monitoring, conflict resolution, staff evaluation, and overall program support. He/She is responsible for keeping 2-4 office hours per week. Attends monthly staff meeting with all full-time Campus Recreation personnel, and performs other duties as assigned.

Program Emphasis Areas:

- **Intramural Basketball League** – Basketball is a 10-week league with men’s, women’s, and co-rec divisions that plays on Sunday and Wednesday evenings. Will directly supervise game referees and scorekeepers.
- **Intramural Indoor Soccer League** – Indoor Soccer is a 10-week league with men’s, women’s, and co-rec divisions that plays on Sunday and Wednesday evenings. Will directly supervise game referees.
- **Intramural Volleyball, Tennis, & Billiards Leagues** – Volleyball is a 10-week league with men’s, women’s, and co-rec divisions that play on Tuesday evenings. Tennis and billiards are both 5-week leagues played on Thursday afternoons. Both leagues do not run simultaneously, but follow each other. Will directly supervise volleyball referees and tennis scorekeepers. Billiards has no direct staff oversight, but position will work closely with CCSC Rack N’ Cue staff to ensure proper league management and control.

B. Minimum Qualifications

Must be a full-time or part-time student enrolled at San Francisco State University. Knowledge of basic sport game rules is required. Comfortable wearing professional attire or staff uniform while on duty. Experience must include use of Microsoft Word,
Excel, and use of standard office equipment such as photocopier and telephones. Strong management and writing skills, event planning, and working in a team atmosphere is required. Must be able to work independently without direct supervision on day to day tasks.

C. Preferred Qualifications

Student is enrolled in a degree program such as Kinesiology, Recreation, Parks, and Tourism, or other related field. Has previous work experience in the areas of sports administration and facility management. Candidate has an eye for detail. Excellent communication skills both in writing and/or in person. Ability to multi-task and stay focused in stressful or emergency situations.

D. Required License/Certification

Position requires American Red Cross First Aid, CPR, and AED certification. Being prepared for emergencies is an essential skill for this position. Certifications must be attained within the first 6 weeks of employment.

E. Environmental and/or Physical Requirements

Some work on weekends is required for this position. The ability to be on your feet for up to 4-5 hours. The ability to move heavy equipment up to 50 lbs is required.

F. Essential Job Functions

60% supervision of Campus Recreation Department programs, participants, and staff, 15% office hours performing office work, 10% training of staff, 5% marketing and campus outreach

G. League Coordination/Lead Responsibilities

Candidate will be a direct supervisor of all intramural officials and scorekeepers and must be on-site during games. Each shift will include setup and cleanup of all intramural equipment. The position will be responsible for setting a positive example for all campus recreation staff and participants.

X. Responsibilities

A. Uniform

1. Campus Recreation Badge
2. Campus Recreation Shirt (Shirts are to be worn tucked in.)
3. Black pants (Shorts are ok.)
4. Closed toed shoes
5. 2-way Radio

** As a Manager on duty it is your responsibility to set the example for the rest of your staff. If a fellow staff member comes to work in inappropriate attire it is your responsibility to address the issue with discretion. Kindly ask the staff member to change or you will have no choice but to write them up.

B. Safety Equipment
1. FIRST Aid Kit – A first aid response kit with basic supplies is available in the Lifeguard Shack.
2. AED – This device is only to be used in emergencies and is located in the Lifeguard Shack.

C. Breaks
2. Breaks are permitted for bathroom uses. No staff member on duty should leave a facility unattended. As the Manager on duty it is your responsibility to cover for a staff member needing a break until they return.

D. Communication
1. Your 2-way radio is your primary communication device. You must have a radio on you at all times. NO EXCEPTIONS!
2. Each of the following facility locations must have a radio, held by a staff member, when programs are occurring: Gym 100, Gym 147, Pool, Strength & Conditioning Room, Tennis Courts
3. All radios being used should be on channel #10.
4. The Intramural Manager on duty must also carry a cell phone on them at all times. The following numbers should be stored in the phones contact list in case of an emergency: University Police, Campus Recreation Staff.
5. Any time Campus Police or EMS are called by a Manager on duty, the Director of Campus Recreation must be called and notified once the situation has been handled appropriately.
SECTION FOUR: PROCEDURES

XI. Start of Shift
1. Manager keys must be retrieved from the Gym 121A Office.
2. Check in with the Campus Recreation Programming Office (Gym 121A) to receive any pertinent information or additional instructions for the evening from the Professional Staff.
3. Retrieve a 2-way Radio from Gym 121A and turn it on to Channel #10.
4. Verify that all game scorecards, clipboards, and other shift essentials have been prepared for that night and are ready for distribution.
5. Begin set up in Gym 100 and/or Gym 147 for Intramurals once Athletics has finished.
6. The key used to move the bleachers in or out for Gym 100 needs to be retrieved from the cabinet in Gym 121A. The key must be returned immediately following its use.
7. Assist checking in fellow staff members as they come on duty by providing them with shift essentials, Two-Way Radio (1 per location), First Aid Kit (1 per location), Intramural clipboards and forms, game equipment, Officials shirts, etc.

XII. Office Usage
1. Intramural Sport Managers are granted use of the Campus Recreation Programming Office, Gym 121A, to assist in the oversight of department programming when professional staff is not present. However, the majority of time spent should be overseeing all program areas, not sitting in the office.
2. It is expected that you will respect personal desk spaces and computers. You are not permitted to download anything on office computers.
3. A department laptop is available for use by Student Managers and Office Assistants. It is to be kept locked up when not being used. It is not permitted to leave the office.
4. Anytime you leave the office during your shift to check on and/or assist in another part of the facility you must be sure to lock up the office and any documents which may contain personal data.
5. You are responsible in the absence of the Coordinators to check out and check back in all two-way radios (1 per location), first aid kits (1 per location), Intramural game score sheets, and official’s shirts to all department student personnel as they begin and end their shifts.
6. Prior to leaving the office at the end of the night you must be sure that you are the last person to leave the Gymnasium Building and all doors are securely locked, you have completed the Closing Report and sent it to all professional Campus Rec staff, turned off all computer screens, locked the filing cabinet, put away keys and travel drives, and turned off all lights.
XIII. Program Duties

A. Intramurals

1. It is the responsibility of the Intramural Sports Manager to be knowledgeable of all policies found in the Intramural Handbook and the specific rules pertaining to each sport in regards to both the participants and to spectators.

2. Intramural Officials and Scorekeepers at the start of their shift should receive a 2-way radio, a first aid kit, a clipboard containing game scorecards and team roster info, and official’s shirt if needed. Once all Intramural games have concluded for the night, all items and equipment used must be collected and put away properly for the night.

3. The bleachers key must be retrieved from the cabinet in Gym 121A in order to move the bleachers in Gym 100 for all Intramural games prior to them starting. The key must be returned immediately after use.

4. The configuration of the bleachers in Gym 100 will change on each day of the week depending on the Intramural and Open Gym schedule to accommodate for other activities in the gym annexes. The doors to the gym end sides are to remain closed from inside the large gymnasium if the side annexes are being used. Once the annexes are no longer being used, the wall should be reopened for safety reasons.

5. At no time should Gym 100 or Gym 147 be open for use when no staff member is present, unless approved by department administrators.

6. If a situation occurs where Gym 100 and/or Gym 147 is in need of being closed, it is the Facility Manager’s duty to post closure signs on the entrance doors and to notify the Intramural Coordinator. The Intramural Sport Manager will provide assistance if needed.

7. If a minor and/or major injury occurs during Intramurals the Facility Manager on duty will be notified. It is the responsibility of both managers on duty to ensure that the Emergency Action Plan is properly followed.

8. Once Intramurals are done for the night, the Intramural Sports Manager on duty must make sure all equipment has been properly put away, all participants have left, lights are turned off, and both Gym 100 and 147 are securely locked.

9. Following the conclusion of Intramurals, the Intramural Sports Manager will complete the Closing Report and make sure the Campus Recreation Programming Office and all its contents are securely locked with the lights turned off prior to leaving the facility for the night.
SECTION FIVE: EMERGENCY PROCEDURES

XIV. Emergency Evacuation

A. In the event of any emergency requiring the evacuation of the facility, it is the job of the Manager and staff on duty to organize and direct all participants including student, faculty, and staff out of the endangered area safely. A key part of this task is keeping all participants as calm as possible and avoiding panic as you direct people. A staff that is well organized and prepared to deal with emergency situations and appears calm and confident will be best able to carry out a smooth rescue and evacuation while avoiding general panic and chaos.

B. Facility Shut Down

If the decision is made to close any part of the facility, notify the men’s and women’s locker room attendants. It is the Facility Manager’s duty to make sure the facility is secure and to post a sign outside of the doors to inform patrons of the closing. It is the locker room supervisor’s responsibility to post signs with date, time, reason, and duration of closure inside of the locker rooms. The weight room and/or gymnasium will be shut down immediately if any of the follow occurs:

1. The facility is being occupied by another group on campus (i.e. Athletics)
2. No attendant is present
3. Emergency (i.e. fire, earthquake, power outage)
4. Major Injury (requiring EMT)

C. Gym Facility Emergency Evacuation Guidelines

When to evacuate: The fire horn in the Gym Building is always a signal to evacuate the building immediately. The alarm horn is activated by the building’s local fire alarm boxes or by the Department of Public Safety. In emergencies other than fire, the Department of Public Safety uses a “voice alarm,” by its representative and/or our building coordinators, announcing an evacuation.

1. Evacuation Locations
   a. Gym 100, 100a, & 100b – Evacuate to front court yard (towards Cesar Chavez Center).
   b. Gym 147, 148, 149, & Dance Studio – Evacuate through east doors leading out of the facility (towards Thornton Hall).
   c. Men’s Locker Room – Evacuate through rear exit doors to outside rear of gymnasium either near gym 121a (CRD Office) or 117a (Conference Room). Leave the facility towards Cox Stadium.
   d. Women’s Locker Room – Evacuate through rear exit door outside rear of gymnasium leading towards Cox Stadium.
XV. First Aid Situations

a. Injury Classification (See Emergency Action Plan Flow Chart For Plan)
   1. **Superficial Injury:** A superficial injury will be defined as a minor scrape or cut, not requiring the summoning of immediate outside medical attention. Basic Pool Rescues without injury will follow the plan of action for a superficial injury. A pool rescue report will be filed in addition to an injury report.
   2. **Minor Injury:** A minor injury will be defined as any injury requiring attention greater than a Band-Aid or a minor scrape or cut, but not requiring the summoning of immediate outside medical attention.
   3. **Major Injury:** Major injuries will include all injuries requiring immediate medical attention. If the injured parties refuses medical attention, but such attention is advisable, the accident must still be handled as a major injury. If you feel that an ambulance should be called, call the ambulance. When the paramedics arrive, the patron at that point does have the right to refuse attention. That determination will be best handled between the paramedics and the injured party.

b. In an emergency, precautions should always be taken which will protect both the rescuer and the victim from the transmission of disease. The Center for Disease Control (CDC) recommends the following “Universal Precautions” be used in situations involving contact with blood.
   1. Wear latex gloves or vinyl gloves to prevent skin and mucous membrane exposure when contact with blood or other body fluids are anticipated.
   2. Place contaminated items in Red Hazardous waste bag and inform your supervisor for safe disposal.
   3. If the pool deck has come into contact with blood or other body fluids clean the area with a small amount of bleach (approximately 3 tsp of bleach). Rinse the deck using hose and paper towels. Dispose of all contaminated items in Red Hazardous waste bad and inform your supervisor for safe disposal.
   4. Immediately and thoroughly wash your hands or other skin surfaces after contact with blood. If gloves were worn, remove gloves (by turning them inside out, avoiding contact with any blood) and wash hands.
XI. Emergency Action Plan

2nd Responder: Recognize Emergency & Act

Assess victim and survey the scene for hazards

Superficial Injury
- Provide First Aid
- Monitor Victim
- Complete Injury Report
- Return to duty
- Inform Supervisor

Minor Injury
- Call University Police Department (X1-2700)
- Contact supervisor, send them to wait for police arrival
- Provide First Aid & Keep Victim Comfortable
- Complete Injury Report
- If environment is safe, re-open facility

Major Injury
- Provide First Aid
- Keep Victim Comfortable until EMT arrives
- Complete Injury Report
- Evacuate all patrons and close facility

2nd Responder: Call 9-911

Contact Supervisor (Line #1 on Walkie-Talkie)

Evacuate all patrons and close facility

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