Division of Student Affairs
Department of Campus Recreation & Wellness

Qualifications for all CRW Positions:

a. Experience: Mandatory staff training, unless academic-related conflict; make-up training required.
b. Knowledge: Knowledge of all CRW policies, procedures, and equipment, and promotes all CRW programs and services.
d. Customer Service: Treat all participants in the campus recreation center and program areas with respect and excellent customer service demonstrating a loyal and professional attitude consistent with the mission of the department, division, and Western Carolina University.
e. Availability: Works weekly shifts as well as weekends and other special schedules. Willingness to sub and takes initiative to find their own sub.
f. Requirements: Attend all meetings, trainings, and in-services. Required certifications are listed below for each specific position.

Specific Positions:

Recreation Assistant

- Using excellent customer service, manages the Control Desk ensuring only valid WCU faculty/staff, students, spouse, and dependents utilize the Campus Recreation Center.
- Circulates throughout the facility, assisting members on proper usage of cardiovascular and strength equipment.
- Ensures safety by educating members of all policies and procedures while continuously monitoring the facility creating a pleasant environment.
- Ensures cleanliness by observing each time a member is finished with a piece of equipment, then readily wipes and disinfects equipment thoroughly.
- Maintains free weight area in an orderly fashion ensuring safety by encouraging spotters if patrons are using heavy weights, assisting if they are not using safe lifting techniques, and re-racking weights when left unattended.
- Assists the shift supervisor to ensure successful operation of program areas and office.
- Assists Building and Environmental Services Technicians with cleaning the men’s and women’s locker rooms and other facility areas as necessary.
- Responsible for daily checkout of all recreational equipment and day use lockers.
- Assists with Campus Recreation Center daily operations as needed.
- Able to lift at least 50 pounds and stand/move continuously for up to four hours at a time.*
- Other duties as assigned.

Certifications Required:

- American Red Cross or American Heart Association Adult CPR/AED Certification (Required by the first date of employment)

Certified Lifeguard

- Ensures only valid WCU faculty/staff, students, spouses, dependents, and authorized outside groups utilize Reid Pool.
- Consistently enforces pool policies and procedures to ensure the safety of participants.
- Maintains positive relations and rapport with patrons while continuously scanning the pool area and all swimmers.
- Follows proper emergency procedures and acts in a reasonable and prudent manner during all emergencies.
- Records participant attendance statistics every shift for accurate demographics.
• Communicates any issues in a timely manner to the Coordinator for Informal Recreation & Student Development.
• Follows lifeguard training standards at all times and never exceeds scope of training.
• Able to stand/move continuously for up to four hours at a time.*
• Other duties as assigned.

Certifications Required:
• American Red Cross Lifeguarding Certification (must include CPR/AED for the Professional Rescuer & First Aid) - (Required at time of application)

Certified Personal Trainer
• Develops exercise programs to encourage and motivate faculty/staff, students, and guests through personal training and sports enhancement.
• General familiarity and promotion of all programs for retention of the WCU Campus Recreation Center.
• Conducts fitness assessments, consultations, exercise prescription and personal training for clients following the American College of Sports Medicine (ACSM) guidelines.
• Instructs fitness classes/clinics/programs for Campus Recreation, Residential Living, and other WCU departments, such as, Health, P.E., and Recreation, as assigned by the Assistant Director for Fitness & Wellness.
• Promotes personal training to campus in order to obtain clients through excellent customer service skills, newsletters, updates, handouts, and other marketing methods.
• Tracks individual client’s progress from start to finish and documents in detail each personal training session and places in client’s file. Member files remain confidential at all times.
• Able to lift at least 50 pounds and stand/move continuously for up to one hour at a time.*
• Other duties as assigned.

Certifications Required:
• American Red Cross or American Heart Association Adult CPR/AED Certification (Required by first date of employment)
• Nationally Recognized Personal Training Certification (Required at time of application)

Group Exercise Instructor
• Leads safe and effective group exercise classes to faculty/staff, students, and other members who are enrolled in the program.
• Arrives early to set up equipment, check participants’ cards for stickers, starts class on time, introduces self and goes over basic safety tips according to the class type.
• Prepared to answer general questions and remain up-to-date on fitness related topics and have a general knowledge of exercise principles.
• Assists group exercise participants on proper usage of equipment used in classes.
• Maintains stereo and all equipment in a neat and orderly fashion.
• Ends class on time, breaks down room, and puts equipment away after class.
• Records the number of participants in class on the stats sheet.
• Ensures safety by observing participants for signs of extreme fatigue, heat illness, heat stroke, etc. Is prepared to handle emergency situations should they arise in a class.
• Demonstrates positive encouragement with no discrimination towards age, ability, or skill level.
• Able to lift at least 50 pounds and stand/move continuously for up to one hour at a time.*
• Other duties as assigned.

Certifications Required:
• American Red Cross or American Heart Association Adult CPR/AED Certification (Required by first date of employment)
• Nationally Recognized Group Exercise Certification or CRW Group Exercise Instructor Training completion (Required at time of application)
Intramural Official

• Officiate multiple and various intramural contests.
• Enforces the rules of the game and ensures participation takes place in a safe manner.
• Assists with the set up and take down of facilities and equipment for daily activities.
• Assists in verifying player eligibility and sign-in participants.
• Assists in game management and administration of intramural events.
• Records specific game information, including scoring, timing, and player statistics.
• Monitors facility/equipment for safety and provides assistance to emergencies as needed.
• Enforces intramural policies and procedures.
• Positively promotes Campus Recreation & Wellness to the campus community and serves as a resource for program participants.
• Able to lift at least 50 pounds and stand/move continuously for up to four hours at a time.*
• Other duties as assigned.

Certifications Required:
• American Red Cross or American Heart Association Adult CPR/AED Certification (Required by first date of employment)

Intramural Supervisor

• Provide on site supervision of student officials, participants and facilities
• Facilitates and administers intramural tournaments and special events
• Supervises, evaluates and trains student officials
• Officiate multiple and various intramural contests.
• Enforces intramural sports rules, policies and procedures.
• Performs opening and closing procedures for various facilities
• Perform set-ups and take down of facilities and equipment for Intramural activities.
• Verify player eligibility and signs-in participants.
• Records specific game information, including scoring, timing, and player statistics.
• Monitors facility/equipment for safety and enforces risk management procedures amongst participants, spectators and staff members
• Provides first responder care for emergencies as needed.
• Treats all Intramural Sports participants with respect and excellent customer service.
• Performs administrative duties including completing forms, reports and game sheets
• Provides program information including sport schedules, deadlines, policies, and registration processes.
• Can handle all problems professionally and can take responsibility of their own actions, as well as the actions of their officials
• Positively promotes all programs and services for the department of Campus Recreation and Wellness both in and out of the Campus Recreation Center. This includes participation in CR&W events, taking advantage of volunteer opportunities, and maintaining good sportsmanship during all activities.
• Represents Intramural Sports on and off campus, making sure your well displayed and respected by others.
• Able to lift at least 50 pounds and stand/move continuously for up to four hours at a time
• Assist with departmental events as needed
• Other duties as assigned.

Certification/Requirements:
• American Red Cross or American Heart Association Adult First Aid/CPR/AED Certification (Required by first date of employment)
• Must currently be employed by Campus Recreation & Wellness as an Intramural Official
Peer Educator

- Provides formal health & wellness presentations to WCU campus.
- Upholds the Peer Educator Code of Ethics.
- Learns, updates, and creates new presentations when assigned.
- Provides input for program development.
- Provides resources and appropriate referrals to students, faculty, and staff who request Peer Educator services or consultation.
- Other duties as assigned.

Certifications Required:
- None

Design Assistant

- Design various forms of print publications and web media for the department, including but not limited to brochures, flyers, graphics, website maintenance and other publications as assigned.
- Provides input for marketing development.
- Works independently often, completing tasks and updating the publication schedule.
- Learns, understands, and abides by the WCU publishing guidelines for all projects.
- Other duties as assigned.

Certifications/Knowledge Required:
- Solid foundation in Adobe Creative Suite to include InDesign, Illustrator and Photoshop. Knowledge of OU Campus is a plus.

CRC Supervisor

- Responsible for overseeing the CRC, its student staff members and its patrons.
- Opens and closes the Campus Recreation Center including a full walk through of the facility after opening or closing to ensure cleanliness of locker rooms, gyms, studios, bathrooms, and machines.
- Ensures safety by enforcing CRC policies and procedures, responds to all emergencies in a calm, professional manner, cleans equipment and racks weights properly logging equipment malfunctions, and continuously monitors the fitness floor creating a pleasant environment for students, faculty/staff and other members.
- Assists and advises students, faculty/staff and other members on proper usage of cardiovascular and strength equipment following exercise guidelines according to the American college of Sports Medicine.
- Positively promotes all programs and services for the department of Campus Recreation and Wellness both in and out of the Campus Recreation Center. This includes participation in CR&W events, taking advantage of volunteer opportunities, and maintaining good sportsmanship during all activities.
- Provides leadership for other CRC staff to ensure successful operation of program areas to include assisting in program set-up (Group X) and providing guidance to staff members on your shift (Recreation Assistants, Lifeguards).
- Treats all participants for the CRC and program areas with respect and excellent customer service.
- Is familiar with “After Hours” and can handle all monetary procedures involving the CRC and Base Camp.
- Represents the Campus Recreation Center off campus as well, making sure your well displayed and respected of others.
- Can handle all problems professionally and can take responsibility of their own actions, as well as the actions of their recreation assistants.
- Able to lift at least 50 pounds and stand/move continuously for up to four hours at a time.*
- Other duties as assigned.

Certifications/Other Requirements:
- American Red Cross or American Heart Association Adult CPR/AED/First Aid Certification (Required by first date of employment)
• Must currently be employed by Campus Recreation & Wellness as a Recreation Assistant, Lifeguard, Group Exercise Instructor, or Personal Trainer

**Office Assistant**

• Uses excellent customer service to handle member services during after hours periods.
• Handles after hours transactions and tracking for CRW deposits in alignment with University procedures and established protocols.
• Copies, creates, and maintains CRW forms for after hours and new member packets.
• Accurately maintains statistical and member databases for Reid Pool, the Campus Recreation Center, and Group Exercise.
• Assists CRC Supervisors and Recreation Assistants in answering member questions.
• Assists at CRW events with registration and after hours transactions.
• Communicates regularly with the Administrative Support Specialist.
• Creates and maintains bulletin boards.
• Assists with Campus Recreation Center daily operations as needed.
• Other duties as assigned.

**Certifications Required:**

• None

*Accommodations for people with disabilities or medical conditions are available upon request. Requests for accommodations can be directed to the Director.