

alpha@omega

gymnastics & dance e/c.
inspiring life-long adventures

Course
103

Staff Member
Policies & Procedures



Joining Our Team



Equal Opportunity; Discrimination; Harassment Free Work Environment

It is our policy at Alpha Omega to comply with both the letter and the spirit of our laws governing all forms of discrimination and harassment.

Full-Time Staff Members

Salaried - Staff Members working 40+ hours on a weekly average with specific responsibilities regardless of hours. Eligible for all company benefits.

Hourly - Staff Members working 30+ hours on a weekly average. Eligible for most company benefits.

Part-Time Staff Members

Staff Members working less than 30 hours per week. Eligible for some company benefits.

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AOG Staff Portal

Important Staff information including documents, lists, forms, links, etc. is accessible through the AOG Staff Portal. Employee can log in the AOG Staff Portal through the AOG Staff Portal link located on the bottom right section of Alpha Omega's Website: <https://www.alphaomegagymnastics.com/>

Alpha Omega University

Alpha Omega University is located inside the AOG Staff Portal. AO University is educationally based information that will guide employees through their journey at Alpha Omega Gymnastics. Courses are assigned by the appropriate manager and include all on-boarding processes, AOG policies and procedures, as well as professional development designed for the specific duties of each staff member in their AOG position/role.

Joining Our Team



Work Schedules

Staff Member work schedules are determined by the appropriate manager. Staff Members are not permitted to change their hours. In cases of emergency, Staff Members will always be compensated for “pitching in.”

Being at Work

Once a Staff Member has accepted their schedule and upon accepting other work slots, their job comes first during those times. If they are not willing to place their work responsibility first, then they should not accept the schedule/work slot/job. In cases of inclement weather (Snow, Ice, Hurricanes, Tornadoes, other natural disasters, etc.), Staff Members should communicate directly with their manager regarding operation hours during those time periods.

Being On Time

We feel it is critical for you to be at work on time. Generally, for instructors, this means at least 30 minutes prior to the very first class of the day and 15 minutes before subsequent classes. We believe being punctual is a personal habit. And like any personal habit the company has little power to change it. Therefore, our position on being late is very simple. If you are one of those people who tend to run late, instead of early, it is best that you not work here.

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Missing Work

Getting a sub: Attendance at work is very important. An employee's work commitment needs to take priority over other aspects of their life. We understand that there will be times when employees need to take time off. This should not be a common occurrence. If they need to miss work, it is their responsibility to find an approved substitute, in advance. They should follow these steps: 1.) Contact other Staff Members and help arrange a potential, suitable substitute (Please use the Crew App to facilitate this); 2.) Contact your manager through Crew App as far in advance as possible. Requests are approved via Crew App from their appropriate manager. They should then follow up with their Sub and the manager a few days in advance of their absence. If approval via Crew App has not been received from the appropriate manager, then it is the responsibility of the Staff member to cover their shifts.

For any last-minute requests due to illness, etc., the preferred method of communication is through a phone call, not text message, voice mail, or e-mail.

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Parking

The most convenient spaces are for customers. Staff Members should park in the spaces designated by their manager.

Staff Member safety is important. If leaving a night, Staff Members should make certain to leave in pairs, or to have another Staff Member watch as they go out to their car.

Keys

If applicable and once accepting a key, Staff Members assume a certain level of responsibility. Keys are not to be loaned out to anyone without prior approval from the appropriate manager. Staff Members and/or their guests are not allowed to be in the building except during regular scheduled hours. Use of the building without permission from the appropriate manager, in advance, is considered cause for immediate dismissal.

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Mail

Communication is critical between all Staff Members. Memos & mail will be distributed through Staff Member Mailboxes, various bulletin boards, or attached to class notebooks. It is imperative that Staff Members check for messages daily. Notes to call a customer should be handled within 24 hours, preferably on the same day. It is each Staff Member's responsibility to clear off memos that pertain to him or her individually.

Drug Testing

Staff Members may be asked or required to submit to testing procedures designed to detect the presence of drugs and/or alcohol if that Staff Member's actions, based on objective factors such as their appearance, speech, behavior, or other conduct and facts that the Staff Member possesses or is under the influence of drugs or alcohol, lead to a reasonable suspicion that they possess or are under the influence of drugs or alcohol. Any Staff Member who does not cooperate fully with any such investigation is subject to disciplinary action up to and including immediate termination.

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Professional Dress

Displaying and maintaining a professional appearance reflects our values. Staff Members must adhere to the following professional dress guidelines.

All Staff Members will wear staff shirts. Shirts will be long enough so that the midriff is not showing. The company will provide staff shirts upon hire. Additional shirts may be purchased at the company's cost.

Staff Members may wear athletic type shorts or pants. They must be solid black or navy blue with no words or images. Alternatively, Black, Navy Blue, or Khaki dress shorts or cargo style shorts may be worn. Leggings/Yoga style pants will be acceptable only if the Staff Members shirt is long enough to cover their behind. In general, all clothing must not be excessively tight or short.

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Professional Dress

Staff Members may not have any visible, body or facial piercing other than small, non-dangling earrings.

Staff Members are permitted to have tasteful, non-overbearing tattoos. Managers reserves the right to request that a Staff Member cover up any tattoo that does not meet these criteria.

Hair should always be neat and clean. Staff Members must wear their hair up and out of their face. Facial Hair must be neatly trimmed and professional in appearance.

All clothing and Staff Member appearance should be clean, neat, and professional in appearance. Managers will have the final say on what is appropriate or not appropriate.

Payroll Procedures



Pay Periods

Pay periods are the 1st-15th and 16th-end of the month. All Staff Members will be paid on the 10th and 25th of each month by for the appropriate pay period.

Time Records

Time records are used as a means of accurately recording hours worked and calculating pay. Unless approved in advance by their manager, no Staff Member may begin work before their scheduled starting time or continue to work after the end of their scheduled workday. Staff Members are responsible to ensure that their time records are accurate and complete. Falsification of time records or completion of any information on another Staff Member's time sheet may result in immediate termination of employment.

Payroll Procedures



Discussion of Wages

Discussing wages with other Staff Members almost always leads to misunderstandings. We base an individual's pay on many criteria, including, but not limited to: Age, years' experience, reliability, willing to "do extra", teaching in several areas, and ATTITUDE. Therefore, Staff Members should not discuss theirs or anyone else's wages with another Staff Member.

Staff Meetings

Staff Members are required to attend all staff meetings.

Bonus Pay

There are several special events other than classes that allow Staff Members the opportunity to earn extra income. These include On-Demand Gymnastics, Birthday Parties, Open Gyms, Parent's Night Out, & other special events.

Payroll Procedures



Private Lessons

Staff Members have the opportunity to earn more income through private lessons. Private lessons must be scheduled during regular gym hours or immediately before or after regular gym hours. Private lessons outside of the regular gym hours must be approved by the appropriate manager. Private lessons must also be scheduled outside of the Staff Members regular scheduled hours. There must always be at least 1 other adult (Staff Member, parent, etc.) present during any private lesson. Under no circumstance should a Staff Member be left alone with a student. If necessary, the parent must stay during the lesson. We must be vigilant in protecting our students as well as ourselves from any allegation of misconduct. Class instruction always takes precedent over private lessons. Private lessons are a privilege for all Staff Members and may be terminated at any time.

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Thank you. You have completed this course. We hope that you valued the content as you continue to grow your acumen in order to be the Team Member that you and AOG desire!