

Indian River Aquatics Division Admissions Office Operations Manual



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1. Office Administration

At the Indian River Aquatic facilities, we aim to enhance lives by providing diverse programs and activities that encourage healthy lifestyles. Our goal is to maximize community participation and satisfaction.

The Guest Service Attendants report to the facility supervisor and play a crucial role at our facility. Their responsibilities include greeting visitors, answering inquiries in person and over the phone, processing sales, promoting our aquatic programs, and performing other office functions.

Responsibilities include:

- Present a professional and friendly demeanor with all members and guests.
- Arrive on time and ready to work when scheduled.
- Ensure the front desk operates smoothly, provides excellent customer service, and is prepared with information and the necessary materials to promote our activities.
- Field telephone calls and emails and answer questions correctly or refer to others when appropriate.
- Process sales using the POS system
- Copy and distribute marketing flyers and materials accordingly.
- Maintain an organized, supplied, and clean workspace throughout the facility.
- Ensure the hallway flyers and displays are stocked efficiently, have current information, and are always clean.

2. Cash Handling

A. Start Of Day

- Count Banks
 - Open Safe (Facility Manager Has Code)
 - Count both bank bags and coin box (\$250, \$250, and \$400 Coin box)
 - verify/check amounts on the bank log/clipboard.
 - Place “banks” in their respective drawers (any “bank” not being used that day should remain locked securely in the safe).
- Take \$250 bank and count it into the register(s).

B. End Of Shift

- Run End of Day report
- Count Drawer and balance to \$250
 - Sign County Sheet and place in drawer

C. End Of Day

- Run End of Day Report
- Count Drawer
 - o Count out \$250 cash from the main drawer, enter denominations on the bank deposit count slip (white slip), and place the slip in the blue bank bag.
 - o Count the remaining cash and "Checks." This is your deposit and should equal the cash amount shown on the end-of-day report.
 - o make copies of any checks
 - o Any over/short cash should be reflected on the bank deposit and be added or withdrawn from the bank deposit and explained to the supervisor what happened
- Complete the Bank Deposit Ticket (3 Carbon copies)
 - o Enter date
 - o Enter total cash
 - o Enter check number and amounts from all checks
 - o Total cash and checks and enter at the bottom
 - o Initial "Prepared By"
 - o Enter total items (number of checks) and Total Deposit in side boxes
 - o Place white and pink deposit tickets into white envelopes along with the cash deposit.
 - o Tape the envelope closed and place it in the bank deposit bag.
 - o Save a yellow copy with a yellow deposit bank count slip to be attached to the cash report.
- Complete Bank Bag for Deposit
 - o On the top portion of the deposit bag:
 - o Initial "Prepared By"
 - o Enter date
 - o Enter the total amount of cash deposit
 - o Enter the total amount of checks deposited
 - o Enter the Total Amounts of checks and cash deposited
 - o On the bottom portion of the deposit bag:
 - o From "North County Aquatic Center" on the bags bottom half
 - o Enter the date on the bag's bottom half
 - o Initial "Prepared By" on the bags bottom half (We do not enter the amount for cash/check amounts on the bag's bottom half for security reasons)
 - o Tear off the top slip and save for attaching to cash report
 - o Once all the money is verified, deposit slips are made, and the bag is complete, sealed, and placed in the safe.

Deposit:		Quarters:	
100s	2	Quarters:	0
50s	0	Dimes:	0
20s	0	Nickels:	0
10s	0	Pennies:	0
5s	0		
1s	0		
Cash:	250.00	Coin:	0.00
Check:	0.00	Charge:	0.00
Total:	\$250.00		

Bank 1:		Quarters:	
100s	0	Quarters:	0
50s	0	Dimes:	0
20s	0	Nickels:	0
10s	0	Pennies:	0
5s	0		
1s	0		
Cash:	0	Coin:	0
Total:	\$250.00		

Bank 1:		Quarters:	
100s	0	Quarters:	0
50s	0	Dimes:	0
20s	0	Nickels:	0
10s	0	Pennies:	0
5s	0		
1s	0		
Cash:	0	Coin:	0
Total:	\$250.00		

DEPOSIT TICKET

TD Bank

DATE: 6-23-17

CURRENCY: 946.05

COIN: 2169

CHECKS: 53.50

TOTAL: 199.55

Prepared By: [Signature]

Verified By: [Signature]



D. Admissions Opening Procedure

- If the first person is on-site, see Facility Opening Procedure
- Open, disarm office alarm, clock in and turn on lights and stop clocks (if applicable).
- Check Voicemail – Press the voicemail key and enter password (See Manager for code)
- If a guard calls out, you may begin calling for replacement guards. Contact Supervisor if additional assistance is needed. Phone any guards/office staff that do not show for their shift. Send absence notification email once facility is open.
- Count bank and place in respective register(s) See Cash Handling Above
- Ensure that sign in clipboards are prepared for the correct programs and sign-in sheets are dated.
- Update the static board if not done the night before.
- Tidy office if needed before opening (first impression is a lasting one).
- Alert and prepare guards before opening front gate. Unlock and open both sides of the front gate to the public.
- Place clipboards on the hallway counter when we open. Avoid placing clipboards on the front counter until the gates are prepared to open, as this tends to alert guests that they may enter. For security reasons, we limit entry into the facility (with the exception of bathroom emergencies) prior to the gates opening.

E. Admissions Closing Procedure

- 1 hour – 45 mins prior to closing:
 - o Turn on deck lights if needed for sundown
 - o Calculate “AM Pd/Pass” on Sign in Sheets (Total of all paid & pass before noon)
 - o Prepare clipboards for next day
 - o Sweep and mop when needed
 - o Clean dishes and wipe down phones/counters* as needed
 - o Update the Welcome Board for the next day

- o Turn off television
- o Turn off Camera
- o Raise thermostat
- 30 min prior to closing
 - o Close front entrance
 - o Collect TEAM clipboards/
 - o Leave white sign-in sheets and yellow mileage
 - o Enter team attendance
 - o Balance register and prepare bank bag. See Cash Handling Above

3. Tax Exempt Guidelines

- Check the expiration date – cannot use it if expired. Check group name, and it must match the TE form exactly. Groups such as the PTA, Booster clubs, etc. should either possess their own form or must pay the school and have the school cut a check to use school board tax exemption.
- Boy Scout troops sponsored by private organizations (such as churches) must submit a “Charter agreement” form in addition to the organization’s tax exemption form to be covered under that church/organization’s tax-exempt status.
- Tax Exempt form must state “Is exempt from the payment of Florida sales and use tax on real property rented, transient rental property, rented, tangible personal property purchased or rented, or services purchased.” Do NOT accept forms that say “...Purchase of educational materials such as books, crayons, educational toys, glue, paints, paper, scissors, and unique craft items.” Tax-exempt groups paying by cash must pay in one lump sum. Individuals may not pay individually or they MUST be charged state sales tax.

4. NSF Procedure

- In the instance that a check doesn’t clear and we need to collect the check replacement cost plus the NSF bank fee please do the following:
- Check # xxxx for \$80.25 doesn’t clear the bank.
- We will need to collect a total of \$110.25. The check replacement cost of \$80.25 plus a \$30.00 NSF fee.
- The staff assistant should enter the \$30.00 NSF fee as Misc NSF FEE 004038-369900.
- The balance of \$80.25 was already applied to the GL #s when the original sale was made.
- Please mention in the comment section that the overage of \$80.25 is the check replacement.
- We should not put the \$80.25 in the short and over GL# because this money was accounted for when the original sale was made.

- We are aware that the cash report total will show FALSE because the money collected in cash, check, and credit cards will be more than what you have recorded on the report. The explanation in the comment section will be enough for the year-end audit.

5. Instructors (Independent Contractors)

Indian River County utilizes independent contractors for the instructor base to allow for scalability of class offerings and to attract a wider pool of instructors to run the classes. All instructors are required to submit proof of an active certification in course they are teaching as outlined in the sections below.

A. Instructor Requirements

1. **Swim Instructors:** The instructor must hold a current certification from one of the approved swim lesson providers from the most recent Florida Department of Health Lifeguard and Swimming Instructor Equivalency Advisory list.
2. **AquaFit Instructor:** The instructor must hold a current certification from A Aquatic Exercise Association approved organization.
3. **Junior Lifeguard Instructor:** Must hold a current certification from a recognized lifeguard agency as a lifeguard, or lifeguard instructor, and a certificate as a lifeguard supervisor
4. **Insurance:** All Independent Instructors are required to provide proof that instructors generally need general liability insurance to cover accidents like slips and falls, and professional liability insurance to protect against claims of negligence or improper instruction.

B. Payment Request:

- Swim Instructor Invoices are due each Thursday.
- To process Instructor Invoices for payment, Locate the Instructor Pay Request form on the Server: Recreation/A001quatics /Independent Contractor Paperwork/Instructor Pay Requests.
- Select Instructor & applicable facility on the payment request form, update the following:
 - Date
 - Check Amount

- Additional comments: Edit Pay week (Friday – Thursday)
- Save the file, Print the Pay Request Form, and Arrange Payment Requests and Invoices in order.
- Scan to Computer File, Access Scan and Rename file to “Instructor Pay (Date) ex. 082219, Move Scan file to the Instructor Time Sheet file
- (Located: Recreation □/Aquatics / Independent Contractor Paperwork / Time Sheets) Print Scanned Requests/Invoices (2-sided).
- Place copies in the swim instructor invoices blue binder. Staple the original paperwork and give it to the Aquatics Manager.

6. CivicRec Program

The CivRec program is a comprehensive recreation management system designed to streamline registration, reservations, and scheduling for community programs and facilities. The Aquatic Department utilizes this program to manage swimming class registrations, schedule pool rentals, and track participant attendance. By leveraging CivRec, the department can enhance operational efficiency, improve communication with patrons, and ensure a smooth user experience, ultimately contributing to higher participation and satisfaction in aquatic activities.