



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

Congratulations and welcome to the Brandon Parks and Recreation team! We are a hub for sports and community activities in Central Mississippi. Our facilities include over 250 acres of parks and recreation amenities, including 23 baseball/softball fields, 10 soccer fields, tennis, splash pad, pavilions, walking and biking trails and an active senior center. These facilities are designed for both community use and traveling sports to visit Brandon and play in a highly competitive region. Whether we are hosting a large tournament or team practice, each event is carefully executed with optimal skill and excellence in mind.

These primarily outdoor facilities provide an opportunity for athletes to train and compete almost year-round. They also allow young kids to explore sports and activities, keeping them physically engaged and active.

As you'll see, we believe in our people and strive to have each Team Member's time with Brandon Parks and Recreation be a time of growth and development. Hopefully, your work here will open you to all kinds of new experiences.

You have joined a passionate and active team! Best of luck in your new position with Sports Facilities Management and Brandon Parks and Recreation.

Sincerely,

Jennifer Byrd

General Manager – Brandon Parks and Recreation

HISTORY

Brandon was proud of its heritage and offered Southern hospitality to its many visitors. Capitalizing on the theme of “Mississippi, The Hospitality State,” Brandon held yearly beauty contests to send representatives to the Miss Mississippi and Miss Hospitality contests. Local girls looked forward to the yearly activities. Mary Ann Mobley became the “sweetheart” of the United States when she captured the crown of Miss America in 1959. She was the first Mississippian to accomplish this feat and blazed the path for others to follow.

In recent years, the City has been recognized increasingly as a high-quality small town. It has been named twice as a Top 100 Small Town in America by Forbes Magazine. As a result, growth and development pressures have motivated thoughtful study of how best to steward the City’s future. These efforts have included a Downtown Plan, comprehensive mobility plans, extensive park master planning and a comprehensive master plan.

VENUE OFFERINGS

- 8 parks throughout the city
- Shiloh Park
- Quarry Park
- 11 full-size multi-purpose fields
- Amphitheater
- 17 baseball/softball diamonds

MISSION & VISION

To improve the health and economic vitality of the communities we serve.

WORK ENVIRONMENT

PARKING

Parking in the rear of the parking lot.

BULLETIN BOARDS

Posters are found in the main office.

BREAKROOMS/LOCKERS

In the main building there is a kitchenette with an area to relax.

EMERGENCY CLOSING

At times, emergencies such as severe weather, fires, power failures or earthquakes can disrupt operations. In extreme cases, these circumstances may require the closing of our facility. When operations are officially closed due to emergency conditions, the time off from scheduled work will be unpaid. However, with Manager approval, Team Members may use available paid time off, if applicable.

The Manager will contact Team Members with any emergency closure.

LOST AND FOUND

Lost and found is housed in the main building. Please bring any items you find to Management.

TEAM MEMBER INFORMATION

TEAMWORK

Teamwork is the single key to our success. All of us are Team Members working towards a common goal. There is no better feeling than being in an environment where the whole team is working hard together and producing something very special. The whole is greater than the sum of its parts. Part of your responsibility for teamwork is doing whatever is asked of you and assisting your fellow Team Members in any way possible, so that everyone's work flows more efficiently and smoothly. If a manager requests that you perform duties outside of your normal job description, it is essential that you cooperate to achieve common goals. If we all remain flexible in our approach to our work and "pitch-in" where needed, the outcome will be reflected in the growing and successful operation of Brandon Parks and Recreation and a more enjoyable work experience for all everyone.

WORK SCHEDULES

Request schedules through the Paylocity app or contact management with questions.

HOLIDAY SCHEDULE

Brandon Parks and Recreation will follow the same holiday schedule set by the City of Brandon. When dates do not align, SFC will determine the final schedule.

Full-time Team Members are eligible for 8 hours of holiday pay for the designated holidays listed below. If an hourly, full-time Team Member works on a designated holiday, they will be paid time and a half at their regular rate of pay. When a salaried, full-time Team Member works on a designated holiday, they earn a floating holiday which must be used within 30 days of the actual observed holiday.

New Year's Day	Labor Day
Martin Luther King Day	Veteran's Day
President's Day	Thanksgiving Day
Friday Before Easter	Day After Thanksgiving
Memorial Day	Christmas Day
Independence Day	Day After Christmas

TIME CLOCK

Team Members will be using the Paylocity Mobile app.

MEALS/BREAKS

Please take your break away from guest view if possible.

DRESS CODE

Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Brandon Parks and Recreation. When representing Brandon Parks and Recreation (on and off-site anytime in uniform), Team Members are expected to present a clean, neat, and tasteful appearance. Team Members should dress and groom themselves according to the requirements of their position. Without unduly restricting individual tastes, the following personal appearance guidelines shall be followed:

- Shoes must provide safe, secure footing, and offer protection against hazards. Shoes must be worn at all times. Sandals and flip-flops are not allowed.
- Clothing deemed revealing, suggestive, or distasteful by facility management is prohibited (holes or ripped clothing are not permitted).
- Mustaches and beards must be clean, well-trimmed and neat.
- Hairstyles are expected to be in good taste; unnaturally colored hair and extreme hairstyles do not present an appropriate professional appearance.
- Excessive makeup is not permitted.
- Offensive body odor and poor personal hygiene is not professionally acceptable.
- Perfume, cologne, and aftershave lotion should be used moderately or avoided altogether, as some individuals may be sensitive to strong fragrances.
- Jewelry should not be functionally restrictive, dangerous to job performance, or excessive.
- Facial jewelry, such as eyebrow rings, nose rings, lip rings, and tongue studs, must not be worn during business hours.
- Torso body piercing with visible jewelry, or jewelry that can be seen through or under clothing, must not be worn during business hours.
- Excessive or offensive tattoos should be covered during work hours.

Team Members should consult with their direct manager, General Manager, or Human Resources Representative if they have questions as to what constitutes appropriate attire.

TIME AND LABOR LAWS

CHILD LABOR/WORK PERMIT

Candidates must be a minimum of 16 years of age to be considered for employment unless approved by a Company Account Executive or a Senior Leader in the Company's Home Office. In certain situations where an exception is made, all state and local child labor laws including work permits will be adhered to.

SFC complies with all federal and Mississippi child labor laws governing the employment of minors. Employees must meet the minimum age requirements established by law. Individuals under the age of 14 are generally not permitted to work, except in limited circumstances allowed by law. Employees aged 14 and 15 may work only in non-hazardous positions, outside of school hours, and within the limits of three (3) hours on a school day and eighteen (18) hours during a school week.

When school is not in session, they may work up to eight (8) hours per day and forty (40) hours per week, between the hours of 7:00 a.m. and 7:00 p.m. (extended to 9:00 p.m. from June 1 through Labor Day). Minors aged 16 and 17 may work in most non-hazardous jobs but are prohibited from working in any occupation considered hazardous by federal law. Work permits are not required in Mississippi; however, proof of age may be requested.

CIVIC DUTY LAWS

Mississippi employers are not required to pay Team Members to vote or give them time off to vote. They may not change a Team Member's rate of pay based on who they vote for. Additionally, Mississippi Team Members are not required to provide Team Members with paid leave to take Jury Duty, however, they are prohibited from adversely punishing Team Members for taking jury duty. The Team Member must provide reasonable notice to the employer after receiving summons to serve as a juror.

CRIME VICTIM LEAVE

In accordance with the Mississippi Crime Victims' Bill of Rights, you may take time off to respond to a subpoena or participate in the reasonable preparation of a criminal proceeding if:

- You are a victim of the crime at issue in the proceedings; or
- The victim is deceased or incapacitated, and you are an immediate family member or a lawful representative.

Immediate family member means the spouse, parent, child, sibling, grandparent, or guardian of the victim.

Time off under this policy will be without pay; however, exempt Team Members may receive pay as required by applicable law. You may opt to use PTO/vacation for any unpaid time off. The Brandon Parks and Recreation will not retaliate against Team Members who request or take leave in accordance with this policy.

EQUAL PAY REPORTING

SFC is committed to providing equal pay for equal work in compliance with the Mississippi Equal Pay for Equal Work Act and applicable federal laws. Employees of one sex will not be paid less than employees of the opposite sex for performing jobs that require substantially equal skill, effort, education, and responsibility under similar working conditions.

Pay differences are permitted only where based on a legitimate factor other than sex, such as a seniority system, merit system, production-based system, or other non-discriminatory factor. Retaliation against any employee who raises concerns or assists in the enforcement of this law is strictly prohibited.

FINAL PAY

Mississippi law does **not** require employers to pay final wages within a specific number of days. All earned wages must be paid on the **next regular payday** following separation, whether the team member resigned voluntarily or was involuntarily terminated. Mississippi does **not** require employers to pay out unused or accrued vacation/PTO at separation unless the employer's written policy or past practice promises a payout.

TEAM MEMBER RESPONSIBILITIES

GUEST SERVICE

We are a service business, and our success is dependent upon providing our guests with the best experience around. Every Team Member is a big part of that experience. You represent Brandon Parks and Recreation in your actions and appearance and should conduct yourself in a courteous and professional manner at all times.

We want to be considered the “friendliest place in town.” To achieve that position, we have instituted the “Hospitality Zone”. You will be amazed at the reaction you will receive from guests.

- Within ten (10) feet you should acknowledge a guest by making eye contact, smiling, nodding, etc.
- Within five (5) feet you should initiate conversation (i.e., “Welcome to Brandon Parks and Recreation!”).
- You should always have the first and last word in a conversation. As a guest approaches you should be the one to initiate conversation.
- Engage guests to help direct them, rather than waiting for them to come to you.
- As a guest leaves, you should always have a friendly word for them (i.e., “Have a great night! See you again soon!”).

Working in direct contact with the public can be enjoyable and rewarding, but it can also be challenging. Handling those challenges with care can make all the difference in our guests’ experience. Consider yourself at all times as being “on stage.” No matter what bothers you inwardly, a smile, eye contact, and sincerity will always be your most valuable assets.

Remember that the guests are never an interruption to our work. Their happiness and enjoyment is our work. Make sure that you greet our guests with a friendly smile, eye contact, and make them feel welcome. If they ask a question that you can’t answer, don’t say, “I don’t know.” Say, “I’m not sure, but I’ll find out for you,” – then do so.

Never argue with a guest. If there is a problem that you cannot handle, that you feel is getting out of control, or is upsetting you and causing a confrontation with a guest, excuse yourself from the situation and seek a Manager for assistance.

Remember the following guidelines when dealing with a difficult situation:

- Let the guest speak; do not interrupt.
- Apologize for any inconveniences.
- Try to satisfy the immediate needs.
- Inform a Manager immediately.

WORKPLACE SAFETY

SAFETY PROCEDURES

Safety is very important. All Team Members are expected to be safety-conscious, follow safety rules, and to immediately alert management to any conditions in the workplace that are believed to be unsafe or unhealthy. Accident prevention is important to the well-being of our Team Members and guests. As you go through training for your position, additional safety procedures will be explained in depth. The following basic safety rules have been developed to protect Team Members and others from injury while on the job. Accidents can happen - but remember, safety is everyone's responsibility.

Team Members should:

1. Learn their job and how to be safe in the workplace.
2. Know the location of fire alarm boxes, extinguishers, in case of a fire.
3. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surface/sports equipment
 - Wet or slippery floors
 - Cluttered or unsafe areas
 - Equipment left in aisles, walkways, or blocking exits
 - Exposed or unsafe electrical wiring
 - Careless handling of equipment
 - Defective or unguarded equipment
4. Follow all manufacturer recommendations when operating equipment.
5. Handle hazardous chemicals with care.
6. Use proper lifting procedures and get help when needed.
7. Wear safety glasses and protective clothing when necessary.
8. Immediately report all accidents to a Manager on Duty

CPR/AED

Team Members who work in certain areas of the facility are required to hold a current CPR, AED and/or First Aid certification at all times. If your position requires a certification, you are expected to maintain certification.