



TEAM MEMBER HANDBOOK



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WELCOME TO THE TEAM!

We are delighted that you are part of our team to help make the Starkville Community a place to be proud of! As you will learn, we believe in our people and strive for each Team Member's time with us to be full of growth and development. Hopefully, you will participate in many different experiences that expand your knowledge. Before you begin, we would like for you to learn a little about our venues, philosophies, and some of the rules and policies that will be important to your success.

Your contributions to the public will have lasting impressions. We want to be known for our customer service, professionalism, and the fun memories visitors make while they are at any of our locations. Opening our facilities would not be possible without each one of you.

We are super excited that you have joined our team! Best of luck in your new position with Starkville Parks and Recreation / Cornerstone Sports Park.

Sincerely,

Doug Heflin

General Manager - Starkville Parks & Recreation / Cornerstone Sports Park

VENUE OFFERINGS

The Parks and Recreation facilities are open to all authorized users. They are a “first come first serve” basis, but there are also several locations available for reservation, such as fields, pavilions, conference rooms, etc. Below is a list of all the parks and complexes managed by CSP.

- **Cornerstone Park:** Located at 226 Cornerstone Blvd., features 12 baseball/softball fields, two (2) T-ball fields, a playground, concession stand, and a 1.3-mile walking track around the entire complex.
- **Travis Outlaw Center:** Located at 405 Lynn Ln., is a recreational facility that hosts two (2) indoor basketball courts, an indoor walking track, a racquetball court, offices and rentable spaces. The Annex Building next door has a rentable facility and features additional office spaces as well.
- **Starkville Sportsplex:** Located at 405 Lynn Ln., includes eight (8) Softball fields, seven (7) soccer fields, an artificial turf football/soccer field, restrooms, concessions and a recreational pavilion.
- **McKee Park:** Located at 500 Lynn Ln., this park houses six (6) youth baseball fields, four (4) tennis courts, three (3) outdoor pickleball courts, Starkville’s largest playground space known as the Kidplex, a musical trail, pavilions, a walking track area and one (1) basketball court.
- **George Evans Park:** Located at 515 Spring St., includes basketball courts, playground equipment and the Needmore Center which is currently used as a civic meeting space.
- **J.L. King Senior Memorial Park:** Located at 400 North Long St., includes a multipurpose field, a walking track, a softball/baseball field, a splash pad and playground area, basketball courts, a disc golf course, a tennis court and two (2) pavilions.
- **Josey Park:** Located at 112 Josey Ave., is a true neighborhood park and includes playground equipment and green space.
- **Moncrief Park:** Located at 310 North Jackson St., includes playground equipment, a pavilion with restrooms, a sand volleyball court, the only city swimming pool, and Starkville’s dog park.
- **Patriots Park:** Located at 736 Whitfield St., is a neighborhood park with a pavilion and playground equipment.

MISSION & VISION

Our mission is to provide safe, diverse, and inclusive programs, leagues, special events, and partnerships to the entire Starkville Community. We aim to operate attractive, clean, and safe parks; top-notch facilities for sporting opportunities; quality recreational programs and events that benefit the physical, social, and economic vitality of Starkville. Starkville Parks and Recreation strives to provide sports and recreation opportunities that will promote mental and physical health and generate pride within the Starkville community.

LEADERSHIP PHILOSOPHY

We are a “Team” of dedicated professionals who value honesty, integrity, respect, trust and diversity. We believe in thorough and timely communication procedures and positive leadership propel our organization forward to fulfill our vision and mission.

CORE VALUES

- Customer Service
- Health and Wellness
- Sustainability
- Teamwork and Community

WORK ENVIRONMENT

PARKING

Parking for all Team Members is available in the Travis Outlaw Center parking lot. Staff parking is behind the median on the left-hand side of the building. Front row parking is for patrons and guests.

BULLETIN BOARDS

The purpose of the bulletin board is to provide a specific place where Starkville Parks and Recreation / Cornerstone Sports Park notices may be posted, including state and federal mandatory notices, and important communications from Management. Team Members may not post any information on these bulletin boards without the express permission of the General Manager. The physical bulletin board is located in the Travis Outlaw Center across from room T126.

BREAKROOMS/LOCKERS

Lockers for Team Members are available behind the front desk at the Travis Outlaw Center. You must provide your own lock, and CSP SFM, LLC assumes no liability or responsibility for personal property, including personal injury, damage, theft, or other loss.

RESTRICTED AREAS

Certain areas are off limits to unauthorized persons and non-working personnel. Failure to observe off-limit area rules may result in disciplinary action up to and including termination. Restricted areas include: Safe Rooms, Electrical, Data, and Maintenance Rooms.

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.

INCIDENT REPORTING

Incident forms are to be filled out on any incident involving property damage and/or personal injury (team member or guest), whether damages occurred or not, whether persons need immediate medical attention or not. Notify your direct Supervisor immediately if the person requires medical attention (as time allows). All paper forms need to be submitted by the end of the shift to your direct Supervisor, Manager or General Manager.

LOST AND FOUND

All items should be turned into the front desk and anyone looking for items should be directed to the front desk. High value items such as jewelry, credit cards, IDs and other personal belongings of importance should be immediately turned into your direct Supervisor or Manager. These items should be given to the Finance Manager who will record the items and place them in the safe.

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 Starkville Parks & Recreation and create a more enjoyable work experience for everyone.

WORK SCHEDULES

Staffing needs and operational demands may necessitate variations in starting and ending times, as well as variations in the total hours that may be scheduled each day and week. Team Member schedules will be posted electronically in Paylocity.

- Schedules will be made two (2) weeks in advance, in special circumstances schedules may need to be adjusted under the two (2) weeks based upon operational needs.
- Team Members will need to adhere to schedule changes, and they will be communicated by their direct Supervisor.
- Team Members will be required to adjust schedules to prevent unnecessary overtime.
- Hourly Team Members who are called into work outside of their set hours, are required to work a minimum of two (2) hours.
- Schedule swapping is only allowed when it has been approved by the Supervisor.
- Time off requests must be submitted through Paylocity at least three (3) days prior to the requested days off for all benefit eligible Team Members. Time off requested is not automatically approved. Time off requests must be reviewed and approved by management.
- Tardiness and no-shows will not be tolerated. When tardiness may occur, contact your Supervisor at least 30 minutes prior to your shift or as soon as possible. Acceptable forms of communication include a phone call with a voicemail, text message, email, or Teams message.

HOLIDAY SCHEDULE

Starkville Parks and Recreation will follow the same holiday schedule set by the City of Starkville. Every attempt to align the holiday schedule of the City and SFM will be made. When dates do not align, SFM will determine the final schedule.

Full-time Team Members are eligible for eight (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 Jr. Day	Veteran's Day
Good Friday	Thanksgiving Day
Memorial Day	Day after Thanksgiving
Independence Day	Christmas Day

TIME CLOCK

All hourly Team Members are to clock in and out via Paylocity. Time punch locations are geofenced so Team Members must be in a designated area in order to punch in or out. Ask your Supervisor for your specific location.

MEALS/BREAKS

Each Team Member shall have a minimum of a 30 minute unpaid meal period (one (1) hour maximum). The meal period shall not be scheduled within the first or last hour of the scheduled shift unless specifically authorized by the immediate Supervisor. Team Member lunch period changes need to be discussed with a direct Supervisor and the change must be approved in writing.

ATTENDANCE POLICY

The attendance policy is based upon a point system in a rolling calendar year from a Team Member's hire date. Beginning at the start date of employment, each Team Member begins with zero (0) points and is allotted to accrue up to three (3) points for the year. For each tardiness and/or call-out, a Team Member will receive one (1) point. Team Members will be notified in writing when a point is accumulated. When a Team Member has earned two (2) points, they will receive a formal disciplinary action. A third point in a calendar year may result in a final notice. Should a fourth point occur in the calendar year, this is an automatic termination. Accrued points fall off a Team Member's balance after one (1) year from the date the point was accrued. For all other disciplinary actions please refer to the SFM Handbook.

VEHICLE POLICY

It is incumbent upon all operators of City vehicles to follow all motor vehicle laws and rules of the road, and to operate City vehicles in a safe and courteous manner. It is recognized that this policy may not cover all instances and examples of acceptable vehicle usage. In cases not specifically covered in this policy, the Team Member is responsible to utilize common sense and seek clarification from their immediate Supervisor or General Manager. Failure to adhere to all aspects of this policy may result in the Team Member being held personally responsible for damages and may result in disciplinary actions up to and including a recommendation for termination, if so determined, by the General Manager. All Team Members who will drive vehicles at any time during the course of their employment must become familiar with this policy and will be required to sign a statement that they understand and shall adhere to this policy document before they are granted on-going permission to drive a City vehicle.

TOBACCO POLICY

The policy on smoking and use of tobacco products applies to Team Members during working hours and to the general public when they are on City property. This policy applies equally to all team members, clients, contractors, and visitors.

The use of tobacco and non-tobacco products designed and used as a substitute for a tobacco product; including but not limited to cigarettes, cigars, pipes, electronic cigarettes (e-cigarettes), vaporizing devices, smokeless tobacco, snuff and chewing tobacco, is prohibited in any enclosed areas of City buildings. This includes, but is not limited to, common areas, hallways, meeting rooms, offices, restrooms, parking lots, all City-owned adjacent property, City vehicles and equipment, as well as any area enclosed by garage type doors on one or more sides when all such doors are completely open.

Tobacco users are responsible for ensuring that all tobacco activity, including the lighting and discarding of cigarettes, occurs only during approved break or lunch periods and must take place at least 50 feet from the doors, windows and ventilation systems of City of Starkville buildings, to avoid infiltration of smoke into the buildings.

DRESS CODE

Dress, grooming, and personal hygiene standards contribute to the morale of all Team Members and affect the business image of Starkville Parks & Recreation. When representing Starkville Parks & 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 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.

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

STATE LAWS

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.

JURY DUTY LAWS

Mississippi's jury duty leave law requires all employers to provide employees with time off for jury duty. Employers cannot take adverse action against an employee for taking jury duty leave.

MEALS & BREAKS

Mississippi law does not require employers to provide meal time or breaks to its employees. However, if an employer elects to provide it, it must pay the employees if the break is less than 20 minutes. Breaks or lunch periods 30 minutes or longer do not need to be paid unless the employee is not free to do as they wish during the time period.

SCHEDULING

40 hours per week is a regular requirement for full-time employees, e.g. working Monday to Friday, from 9 to 5. Any number of hours exceeding 40 counts as overtime and must be compensated at a higher hourly rate. Non-exempt employees who do exceed that number are entitled to 1.5 times their regular hourly rate.

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 Starkville Parks & Recreation in your actions and appearance and should always conduct yourself in a courteous and professional manner.

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 Starkville Parks & 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. Always consider yourself 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 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. Clear any trash found. Report any large messes.
3. Know the location of fire alarm boxes and extinguishers in case of a fire.
4. Promptly report all unsafe or potentially hazardous conditions:
 - Dangerous conditions related to playing surfaces/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
5. Follow all manufacturer recommendations when operating equipment.
6. Handle hazardous chemicals with care.
7. Use proper lifting procedures and get help when needed.
8. Wear safety glasses and protective clothing when necessary.
9. 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 that certification.