

## Carolina Elite Trampoline & Tumbling Employee Handbook

**Mission Statement:** At Carolina Elite, our mission is to use the incredible sport of trampoline and tumbling gymnastics to spread joy and share smiles while building confidence and community through positive, uplifting coaching!

1 Peter 4:10-11

*"As each has received a gift, use it to serve one another, as good stewards of God's varied grace: whoever speaks, as one who speaks truths of God; whoever serves, as one who serves by the strength that God supplies—in order that in everything God may be glorified through Jesus Christ. To him belong glory and dominion forever and ever. Amen."*

### Our core values are:

- Speak Love.** We use our words to edify and encourage those within our care. Every athlete that comes through our door should know by our speech and action that they are loved and worthy of love.
- Prove Integrity:** When dealing with the money, hopes, dreams, and the precious children of our clients, we will deal in good faith. We will work hard to provide value to our customers and fulfill the promises that we make. *We do the right thing, even if it costs us in the short term.*
- Be Elite:** To honor God through the gifts we have been given and to honor those who equipped us in this work, we give every day our very best and work to elite in our service – above average and beyond expectation.

### Communication:

All levels of management at Carolina Elite are to keep an “open door” policy, welcoming conversation, feedback, and continual fellowship. Communication is key to long term success for our staff and for our customers. Great teams are such because of their ability to come together and work together.

Regular employment communication is distributed via email; more immediate information is often distributed via text.

In joining the staff of Carolina Elite, I am committing together with my coworkers to:

- To respect, encourage, and support one another,
- To invest in my own personal growth to become the best that I can be,
- To speak well of my teammates and foster a culture of trust,
- To respect deadlines and guidelines,
- To respect the authorities of those to whom we are responsible and the wisdom of those our senior,
- To provide both praise and feedback to one another,
- To gracefully receive both praise and feedback from leadership,

## Legal Statements:

### Statement of Equal Employment Opportunity & Americans with Disabilities Act

It is the policy of the Carolina Elite to provide equal employment opportunities to all employees and employment applicants without regard to unlawful considerations of race, religion, creed, color, national origin, sex, pregnancy, sexual orientation, age, ancestry, physical or mental disability, genetic information, marital status, or any other classification protected by applicable local, state, or federal laws. This policy prohibits unlawful discrimination based on the perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics. This policy applies to all aspects of employment, including, but not limited to, hiring, job assignment, working conditions, compensation, promotion, benefits, scheduling, training, discipline, and termination.

### Statement of Employment-At-Will

Per North Carolina labor laws, employment with Carolina Elite is on an at-will basis, unless otherwise specified in a written employment agreement. You are free to resign at any time, for any reason, with or without notice. Similarly, the Company is free to conclude the employment relationship at any time for any lawful reason, with or without cause, and with or without notice.

### Employment of Minors

The FLSA's child labor provisions, which Carolina Elite strictly adheres to, are designed to protect the educational opportunities of youth and prohibit their employment in jobs that are detrimental to their health and safety. The FLSA sets the minimum age for employment at 14 years old and restricts the hours youths under the age of 16 may work.

## General Policies:

### Dress Code

Shirt	A "Carolina Elite" branded t-shirt, polo shirt, or an official "Team USA" t-shirt.
Jacket	A "Carolina Elite" branded Jacket, quarter zip, or hoodie; or, an official "Team USA" jacket
Pants / Shorts	Athletic Apparel should be worn. If shorts, shorts should be clean, on brand, and match the t-shirt. Shorts may not be less than a 5-inch inseam for coaching. <i>Neither jean shorts nor 'booty shorts' may not be worn while coaching!</i>  If long pants, then the pants should be clean, on brand, and match the t-shirt. Neither jeans nor dress pants may be worn while coaching. Female coaches may wear appropriate leggings.
Shoes	Clean tennis shoes are to be worn while coaching. Since coaching may require demonstrations from time to time as well, coaches may take off their tennis shoes as needed provided they have clean socks or gym-branded grip socks.
Hair	All staff should maintain clean grooming. Long hair must be worn close to the head while in the gym or using any machinery (such as the heat press). Hats are not allowed.
Jewelry	Simple jewelry may be worn while coaching. Loop earrings, long necklaces, and excessive jewelry should be avoided, especially while hand spotting. Smart watches may be worn so long as they are not a distraction.

### **Safe Sport Policies**

Violations of these safe sport policies may result in termination and potential criminal charges depending on the offence. The safety of our athletes is the UPTMOST important thing to us at Carolina Elite. Thank you for helping us to stay vigilant and proactive in preventing abuse.

- Employees are never to be one-on-one with an athlete in the gym.
- Employees may not offer rides that would be one-on-one to and from the gym, except in emergency circumstances.
- Employees may not text, dm, pm, or otherwise privately communicate with athletes outside of the gym.
  - *(Team athletes who are also employees/coaches may privately communicate with their peers, but not with athletes that over whom they hold direct positions of power).*
- Employees are not to give extravagant gifts to athletes.
- Bullying, in all forms, is strictly prohibited.
- Alcohol and drugs are strictly prohibited onsite.
- Being at work under the influence of alcohol or drugs is strictly prohibited.
- Obscene language and gestures are strictly prohibited.
- Sexual harassment and other forms of misconduct are strictly prohibited.

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### **Music in the Gym**

Music in the gym should always be clean and uplifting.

Music with lewd lyrics or inappropriate themes is not to be played.

### **Morals Clause & Social Media Policy**

For the duration of employment at Carolina Elite, employees shall not commit any act or do anything which might reasonably be considered: (1) to be immoral, deceptive, scandalous, or obscene; or (2) to injure, tarnish, damage or otherwise negatively affect the community and/or the reputation and goodwill associated with Carolina Elite.

*This clause also pertains to the public social media pages of employees, volunteers, and officers of Carolina Elite. If your page is public, you must be responsible with the things that you post.*

### **Private Lesson Policy**

Coaches may work additional hours at Carolina Elite in the form of private lessons. Private lessons are one-on-one lessons between an athlete and a coach where they spend time in the gym focused on that single athlete's goals. These lessons can only be scheduled through the office (*all payments must go through the office!*), and must always follow the safe sport policy of having at least 2 adults present at the gym (one of which can be the child's parent).

New hires: private lessons are paid at 1.5X their normal hourly rates (time and a half)

Senior staff: private lessons are paid at privately negotiated rates.

All staff: private lessons may not be scheduled as overtime hours.

### **Grievance Policy:**

If you have a problem or disagreement with a coworker, please follow these steps (in accordance with matthew 18) to see the problem resolved:

1. There should be a private conversation between the two persons involved regarding the incident/complaint. The individual who initiates this first step should let a director know before the conversation takes place.

2. If the issue is not resolved, the parties involved will schedule a meeting with a director to review, discuss, and resolve the issue.
3. If the issue is still unresolved, the director will first confer with the other program directors to find the best possible solution to resolve the issue and then notify the parties of the actions being taken.

### **Parking**

The staff of Carolina Elite are asked to park beside the building, leaving the spaces closest to the front doors for customers who may be disabled, elderly, with young children, or otherwise in need of a smile because they found the perfect parking spot!

### **When to Call Out Sick**

Staff may not arrive to work with a fever, within 24 hours of having a fever, or while on medication that alters their ability to perform work duties due to sickness. In the case that you are sick, please notify a director immediately so that we may begin finding a substitute for your obligations.

### **Personal Time Off**

At this time, Carolina Elite does not offer paid vacation time for employees. Therefore, all time off is unpaid personal time off.

Consistent staff attendance is essential for our customers to enjoy consistent progress towards their goals. Coaches who are unable to attend to their assigned responsibilities with regularity and predictability may be removed of those responsibilities.

However, from time to time, we all need a break for one reason or another. In this scenario, please work with your peers to find a substitute for your class AND if successful notify your director of the substitution. If you are unable to find a substitute, please reach out to a director for assistance.

## **Hours of Work and Payroll Practices**

### **Pay Periods**

Employees are paid on a weekly basis. All employees will be paid on Friday for the hours that were worked the previous week. All employees are paid by direct deposit on the above-mentioned payday.

### **Overtime**

The standard work week for employees should not exceed 40 hours per week. Should Carolina Elite find it necessary to employ an employee in excess of this standard, overtime hours shall be compensated at the rate of 1.5x the regular rate of pay (time and a half). All overtime work by nonexempt employees must be authorized in advance by their manager. Only hours worked will be used to calculate overtime pay.

### **Timecards (clock in and out)**

Nonexempt employees are required to keep an accurate and complete record of their attendance and hours worked using the punch clock. Timecards are official business records and may not be altered without the employee's supervisor's approval and may not be falsified in any way.

Coaches may clock in up to 10 minutes prior to their first class starting. They must clock out no later than 10 minutes following the conclusion of their last class. For the length of time that an employee is clocked in, they should be working to provide value for the company. Excluding restroom breaks, if an employee is not working then he/she will clock out.

### **Payroll Deductions**

Various payroll deductions are made each payday to comply with federal and state laws pertaining to taxes and insurance. You can adjust your federal and state income tax withholding by completing and submitting the proper federal or state form.

### **Direct Deposit**

All employees are encouraged, but not required, to use direct deposit and have their paychecks deposited into a bank account of an accredited participating bank or credit union.

## **Onboarding at Carolina Elite**

### **Step 1: Application**

Send in a Resume to [Office@CarolinaTrampoline.com](mailto:Office@CarolinaTrampoline.com) highlighting your relevant work, volunteer, or sport specific experience along with a cover letter expressing your desired position at Carolina Elite and two references.

### **Step 2: Interview**

Interview with one of the directors of Carolina Elite, either in person or via zoom. If the director confirms that you would be a good fit at the company, we will offer an introductory employment period (training).

### **Step 3: Introductory Period**

The first 30 days of employment are considered an introductory period for all newly hired employees. During this time, you will learn your new responsibilities, get acquainted with fellow employees, and determine whether you are happy with the position. During this time, you will be paid a mutually agreed upon introductory/training rate that is in compliance with federal law.

During this time, employees are expected to:

- Complete the USA Gymnastics Safety & Risk Management online course.
- Complete the USA Gymnastics SafeSport Policies online course.
- Complete the Trampoline Fundamentals Chapter Tests 1 and 2.
- Complete the NICS background check

Additionally, new employees with no or little coaching history will at minimum:

- Shadow a senior coach
- Co-Coach with a senior coach for as long as is deemed necessary
- Lead a class group while observed by a senior staff member for evaluation and feedback.

### **Step 4: New Hire**

Welcome to the team! Once you have successfully completed the introductory period and been hired on as a new hire, your pay will be increased beyond the introductory rate, and you will begin tasks in your identified role.

During this time, your manager will regularly monitor your performance and provide feedback.

### **Step 5: Possible Promotions & Raises**

As you provide value to our customers, and therefore value to the business, we will from time to time be able to provide pay raises and promotions. There is opportunity for upwards mobility in our company for those who take initiative, invest in their education, and grow in experience. We want to partner with you, support you, and watch you succeed in your new role. Your success directly correlates to the success of our students and the environment of our company.



## Overview of Roles at Carolina Elite Trampoline Academy

### Trampoline & Tumbling Coaches

Prime Directive: To make kids laugh, smile, learn, and fall in love with the awesome sport of trampoline and tumbling gymnastics. To have fun with kids and motivate them to greatness while building their self-esteem, their ability to be resilient, and their drive to achieve more. To attract and retain customers through excellent service.

Responsibilities Include, but are not limited to:

- Coaching classes, parties, open gyms, and camps at the Carolina Elite facilities.
- Communicating daily with parents and providing honest feedback on athlete behavior and progress.
- Evaluating and track the accomplishments of the athletes in class.
- Being an active supporting member of the Carolina Elite coaching team by participating in including regular meetings and helping weekly with classes, events, camps, birthday parties, substitutions, etc.
- Follow the guidance, training, and lesson plans of the CETT directors while inserting your own amazing personality and variations into each new day.
- Generally promoting the programs of Carolina Elite.

### Receptionist

Prime Directive: To make our clients feel welcomed and valued. To support our clients by providing information about the various products and services offered by Carolina Elite and to help register our clients for those services. To attract and retain customers through excellent service.

Responsibilities Include, but are not limited to:

- Welcoming all customers as they come in the door.
- Answering every phone call with a smile.
- Providing information to clients and potential clients about our products and services.
- Accepting payments.
- Schedule trial classes and make ups.
- Keeping the lobby, parent areas, and restrooms reasonably clean and tidy.
- On occasion, help in the gym as needed (watching a group while a coach uses the restroom).
- Follow the guidance and standard operating procedures of the CETT directors while inserting your own amazing personality and variations into each new day.

## **Program Directors**

*Each major program will have a unique director. (Jungle Gym, Jumpers, Team, Afterschool)*

Prime Directive: To provide leadership for the assigned program and to help grow the staff and athletes within that program in order that the program as a whole may grow and provide wonderful value to the community.

Responsibilities Include, but are not limited to:

- Providing long term vision and providing day to day support to all programs of Carolina Elite.
- Coaching athletes
- Training employees.
- Managing staff schedules within the program.
- Working towards short- and long-term program goals.
- Coordinating weekly lesson plans.
- Regular communication with customers.
- Generally promoting the program.
- Be an active supporting member of the Carolina Elite SR Staff including
  - regular meetings, events, camps, birthday parties, substitutions, etc.

## **Operating Officer (Jen)**

Prime Directive: To manage and facilitate administrative and non-coaching elements of Carolina Elite. To keep track of revenues and expenses. To track and then increase the conversion rate of new inquires to trials, and new trials to permanent enrollments. To increase the financial value of each member through upsold classes, apparel, events, etc. To manage all non-coaching employees and volunteers at Carolina Elite.

Responsibilities Include, but are not limited to:

- Processing weekly payroll
- Filling new hire reports and coordinating with CPA on regular tax filings
- Managing all non-coaching workers at Carolina Elite including reception, sales, and volunteers
- Providing long term vision and providing day to day support to all programs of Carolina Elite
- Strategies for Sales, Up-sales, & Communications with customers at Carolina Elite
- Passing along feedback from parents to program leads and part time staff
- Track revenues and expenses by program; report findings weekly to directors and monthly to accountant
- Being an active supporting member of the Carolina Elite SR Staff including regular meetings, events, camps, birthday parties, substitutions, etc.
- Providing emergency back up and support to activities on the training floor.
- Generally promoting all programs of Carolina Elite



## **Gym Manager (Nick)**

Job Description: The gym manager's prime directive is to oversee, support, and engage with all programs of Carolina Elite. Serving in each role in a small capacity, the gym manager works to bring direction and consistency to the programs of CETA while also increasing the enrollment and profitability of the gym to reach the goals of CETA shareholders: to build and maintain a premium T&T training facility that forges world class athletes and teaches the essential lessons of character and community that echo beyond youth sport.

Responsibilities Include, but are not limited to:

- Providing long term vision for the development of CETT and its community
- Providing day to day support of the development of CETT and its community
- Communicating often with parents, coaches, staff, athletes of all programs any relevant program updates
- Analyzing data from all program-leads and coordinating with the office manager, program leads, and part-time staff in creating/implementing positive change
- Being an active supporting member of the Carolina Elite SR Staff including regular meetings, events, camps, birthday parties, substitutions, etc.
- Providing emergency back up and support to activities on the training floor and in the front office
- Generally promoting all programs of Carolina Elite