

OTA
Operations and Administration
Section 2:
Job Descriptions

- Understanding Roles and Responsibilities
- Program Director
- Instructor
- Camp Director
- Camp Counselor
- Coach

Understanding Roles and Responsibilities

One of the exciting aspects of being an Overtime Athletics Franchise Owner is the opportunity and challenge of “wearing many different hats” as a business owner. OTA is a hands-on business. Successful franchisees need to make sure they get their faces to programs. Develop relationships with partnerships and employees. Navigate customer service and back office business operations (like payroll, agreements, budgets, insurance, graphic design, and marketing) with equal levels of competence. In doing so, understanding all of the roles associated with being a franchisee and managing a franchise territory is extremely important. What follows are the job descriptions for each role within an Overtime Athletics new franchise territory. Understand as Territories mature, additional roles may develop.

Quick Note – it is a fact that Overtime Athletics often does business with people who aren't in business. What this refers to is that many of our contacts and partnerships are with volunteer parents. For this reason and many others, it's important to communicate with terms and phrases that these volunteer parents are comfortable with and understand. They do not think of Overtime Athletics as a business entity, but rather a community partner. To that end, franchisees should feel comfortable referring to themselves as “Program Directors”. Of course communicating that you are the business owner is perfectly fine, but making sure that your contacts understand that as it relates to the program, class, camp, league, clinic, etc. you are the decision maker. You are the person that can solve problems and/or make appropriate changes when needed.

Job Description:

Title: Overtime Athletics PROGRAM DIRECTOR (PD):

The Overtime Athletics Program Director is the Sales, Operational, and Customer Service Manager for our after-school programs and summer camps, leagues and clinics, as well as new programming formats (developed as a result of COVID-19). This person will be responsible for developing and maintaining relationships with community partners and signing up program offerings each session. The Program Directors primary function is in sales, staff, and program management. Success in expanding our programs includes acquiring new schools and partners to participate in our network of youth programs; advertising and marketing our programs; and providing customer service. Success in managing these programs includes enhancing relationships with current partnerships; hiring, training, and managing a staff of Instructors; scheduling programs; and providing customer service.

Job Logistics:

- Full Time

Job Requirements:

- Experience working with children

Working Conditions:

- Establish a “Mobile Office”
- Transportation required to meet with staff and be on-site for program evaluations

Physical Demands:

- Applicant must be capable of participating in rigorous, high energy athletic coaching indoors and outdoors
- Must maintain a professional appearance in order to achieve our goals of providing the highest quality of customer service

Job Duties: Execute ALL Directives in OTA Systems Manuals

- Investigate OTA Territories for New School Partnerships
- Develop New Summer Camp Partnerships
- Manage OTA Customer Service Program
- Create, collaborate, and execute OTA Marketing Strategy
- Quality Control Support (seeking out feedback from Coordinators, Instructors, Parents)
- Develop Relationships with PTA Coordinators/Principals/Community Organizations/Etc.

- Retention of Existing Partnerships
- Investigation and Pursuit of New Partnerships in Existing Programming Territories
- Manage On-Line Registration
- Online Registration/Program Flyers/Database Management
- Program Development – Additional Streams of Revenue
- Management Training and Evaluation
- Quality Control
- Community Outreach
- Manage Hiring and Training System / Instructor Clearances
- Schedule Instructors
- Manage Daily Program Board
- Staff Development (Continuous Training)
- Execute Staff Incentive Plan
- Maintain Payroll Spreadsheets
- Program and Staff Evaluation
- Equipment and Gear Logistics

Program Director/Coordinator Guidelines

Introduction

The Director position with Overtime Athletics is one that requires professionalism, detail, communication, and enthusiasm. The following are some guidelines to review to further understand the expectations of our company and what it takes to lead our team in your respective role and territory. It is your mission to carry out the HIGH FIVES mission of the company with passion, precision, and honor.

Meeting with Instructors and Coordinators

It is the Director's responsibility to establish a meeting site with staff and coordinators. This is not to take place in the Director's home. The meeting site should be consistent, conducive to professional exchanges and convenient for the staff/coordinators. Take into consideration table space and chairs, the number of instructors or applicants that might be meeting with you, and the surrounding environment (other people, types of activities that could be going on around you).

Training for Instructors

It is the Director's responsibility to establish a training site for staff. This is not to take place in or at the Directors home. This space does not need to be consistent. You should have options for indoor and outdoor training sites. Remember that training sessions will be conveying athletic concepts and on occasion requiring some interaction of the staff in an athletics manner. The space should reflect those needs.

Staff Interaction

It is important to remember that the Director's sets the tone for the professionalism and respect that the staff will have for you, Overtime Athletics, and our Clients. Here are a few reminders to make sure that boundaries are clear and respected:

- No Dating the staff
- Staff may not come to Director's home
- No alcohol provided to the staff
- No drinking with the staff

Appearance

The Director must maintain a neat and clean appearance regardless of situation. Whenever meeting with staff or client, you must dress professionally for the situation (khaki's and a collared shirt). If you are in an athletics setting, you should dress accordingly, while still maintaining a neat and organized look. Please do not wear anything in an athletic setting that would create a safety problem (i.e. - jewelry that might get in the way). It is important to promote our organization through your appearance and in doing so wearing Overtime Athletics clothing/gear is important to do when interacting with staff or clients.

In Class Involvement

Directors must participate in Overtime Athletics programming regularly whether it be running a class, teaching instructors, or observing.

Community Outreach

Directors will be encouraged to outline a volunteer/outreach plan for Overtime Athletics (and to some extent their staff) in the territory they are managing.

Coaching

The Director may pursue opportunities to coach youth athletics outside of the Overtime Athletics arena.

Job Description:

Title: Instructor

Looking for dynamic instructor/coaches who have a passion for coaching kids! This position requires commitment to your classes and helping children learn the basics of the sport.

An OTA Instructor Must:

- Have experience working with kids
- Be comfortable working in an athletic setting
- Have some knowledge of sports
- Be available to work afternoons, generally between 2-5pm
- Have your own transportation
- Be punctual
- Be professional
- Be patient
- Implement high-energy and fun classes

Work Environment:

- This is a part-time position. Most instructors work 2-3 days per week.
- Each class is 1 hour long. You are required to arrive 15 min early and stay 15 minutes after class (or until every child has been dismissed).
- It is 1.5 hours of work per day you are scheduled.
- You will use your own transportation to drive to the schools; OTA does not reimburse for gas or mileage.
- There are mandatory trainings and staff meetings.

Job Logistics:

- There will be a lead instructor and support instructor at each class
- Each instructor is responsible for their issued equipment bags
- Classes are split into grades K-2 or grades 3-5
- Classes are usually between 10-20 kids
- Pay is \$20 hour

NOTES:

1. *The above Job Description is a sample. Territories will need to customize details like length of classes, availability requirements, and payrate.*
2. *There are NOT always two instructors at every program OTA operates.*

Job Description:

Title: Camp Director

Overtime Athletics is a year-round youth athletic programming company. We specialize in elementary age activities including after school programs and summer camps. Camp is a traditional day camp focusing on sports and games while incorporating team building and creative segments of the day. These segments may include arts and crafts, scavenger hunts, nature walks, swimming, and ice skating, etc., depending on the facility. Our mission is to provide the highest quality of youth programming focusing on safety, fair play, and fun.

Position Summary:

Responsible for all camp operations. Leads and directs the supervision of campers and staff in all daily activities and operations. Manages partnership with facility staff, customer service needs, and programming agenda to ensure a quality camp experience. Demonstrates Overtime Athletics' commitment to its core values of respect, responsibility, and caring in all actions to serve as a role model.

Essential Functions:

- Help comply with State Camp Regulations
- Manage rosters and attendance on a weekly and daily basis
- Coordinate staff in all aspects of the programming day
- Listen and solve parent and camper issues
- Implement Overtime Athletics Curriculum and create weekly agendas

Requirements:

- Highly energetic leader
- Organized
- Strong communication skills with adults and children
- Solutions-oriented
- Ability to create and execute a plan
- Athletically inclined

Required Experience:

- Experience working with Elementary School children
- Experience supervising others

Job Description:

Title: Camp Counselor

Overtime Athletics is a year-round youth athletic programming company. We specialize in elementary age activities including after school programs and summer camps. Camp is a traditional day camp focusing on sports and games while incorporating team building and creative segments of the day, which include arts and crafts, scavenger hunts, nature walks, swimming, and ice skating, etc. Our mission is to provide the highest quality of youth programming focusing on safety, fair play, and fun.

Position Summary:

To be a part of the team that will provide a positive summer camp experience. Counselors will implement lesson plans, organize games and activities, and supervise children during all segments of the day including water breaks, lunch, swimming, ice skating and dismissal. Counselors will report to the Camp Director any discipline situations or camper issues requiring a solution. Counselors will aid in the set-up and clean-up of all camp functions and activities.

Essential Functions:

- Help comply with State Camp Regulations
- Implement Overtime Athletics Curriculum
- Lead and support camp activities
- Referee and participate in camp games
- Provide customer service to parents and campers

Requirements:

- Highly energetic
- Strong communication skills with adults and children
- Athletically inclined

Required Experience:

- Experience working with Elementary School children
- Prior camp counselor experience

Job Description:

Title: Coach

Involvement:

Every coach will organize, plan, and conduct practices and games in a safe, fun, and supervised manner. Each coach will teach the fundamentals and rules of the game to every player participating on their team appropriate to the age level they are coaching.

Description of Coaching Responsibilities:

1. Work with Overtime Athletics to strengthen and improve Program.
2. Conduct yourself with the highest level of professionalism towards players, parents, referee's, and general public at all times.
3. Assist in cleaning up of the court/field after practices and games.
4. Provide proper supervision for each participant.
5. Prepare practice plans for each practice.
6. Participate in coach's meetings, clinics, and OTA functions.
7. Communicate with OTA Directors in order to express questions/concerns.
8. Maintain and return all OTA equipment in proper condition.

Evaluation:

Coaches will be evaluated based on the following criteria:

- The level of enjoyment from player participation
- The level of satisfaction from parent participation
- Knowledge and understanding of concepts
- Patience and enthusiasm and appearance
- Team and individual player growth
- Organized administration of logistical responsibilities
- Communication with Overtime Athletics management

Coaches' Pledge

- I will treat each player as an individual, remembering the large range of emotional and physical development for the same age group.
- I will do my best to provide a safe playing environment and situation for my players.
- I will do my best to organize practices that are fun and challenging to my players.
- I will lead by example in demonstrating fair play and sportsmanship to all my players.
- I will be knowledgeable in the rules of the sport that I coach, and I will teach these rules to my players.
- I will use those coaching techniques appropriate for each of the skills that I teach.
- I will remember that I am a youth sports coach, and that the game is for children and not adults.
- I will teach your child the skills to become the best player and person they can be.
- Listen to any complaints parents or players may have and respond fairly with care and respect.