

Intramural and Recreational Sports Mission and Core Values

Mission Statement: We serve the University through first-class recreational engagement that fosters wellness, impacts lives and generates life long memories.

Job Description: Outdoor Recreation Center Supervisor

Team Member Core Values:

- Exceptional Quality –We hold ourselves to the highest standards in all services provided. We strive to exceed the expectations of those we serve.
- Life-Long Learning - We value active learning to enhance social inclusion, citizenship, and personal development.
- Teamwork - We work together effectively to achieve goals, while encouraging individual contribution and responsibility.
- Integrity -We take responsibility for our actions. We will communicate openly & honestly to build relationships based on trust, respect, and caring.
- Play – We are serious about making “living well” fun.

Team Members Responsibility:

- Take Pride in being a Student Employee in the IM-Rec Sports Department.
- Establish a positive rapport and relationship with Student and Departmental Staff, Members and Guest of the Facility.
- Promote Exceptional Customer Service to create a positive environment for members and guests.
- Take Initiative, be proactive, and be confident in decision making.
- Be proactive and prepared to respond to all emergency situations and follow procedure/protocol for pre and post Incident/Accident.
- Maintain a Standard of Excellence in professionalism and cleanliness.
- Serve as a key link between Members and Full-Time Staff by the enforcement of policies and procedures as set forth by the department.

Area Specific Responsibilities:

- To assist customers in outfitting trips by ensuring proper rentals of needed camping and paddling equipment.
- To responsibly handle the monetary transactions of the outdoor recreation rental center according to PCI regulations and through the completion of the appropriate forms for rentals and refunds.
- Monitor use the bouldering wall and ensure all users have completed the required Bouldering Orientation before climbing.
- Look for the unobvious things to do. Don't wait for someone to tell you what needs to be done. Look for things that you can do to be helpful to keep the ORC clean and well organized.
- Adhere to and enforce University/Departmental Policies
- Assist in the execution of Emergency Action Procedures

Requirements/Qualifications:

- Promote GREAT customer service in a RESPECTFUL environment
- Applicants should be comfortable with basic accounting processes, record keeping, and be able to lift 40+ pounds. (i.e. to assist with loading and unloading canoes and kayaks).
- Applicants should possess a strong work ethic and personal initiative. The Outdoor Recreation Center can be crowded and very social with those there to use the bouldering wall. It is important that staff keep focused on their job responsibilities and maintain quality and reliable service for rental customers.
- Successful completion of department training and Outdoor Recreation specific training.

Expressed Benefits:

- Gain Work Experience
- **ORC Supervisor Hourly Wages: \$8.50 per hour**
- Have schedule flexibility and convenience of working on Grounds.
- Acquire general work skills that may be useful to you after graduation.