

Outdoor Adventures Rental Center Specialist 2007-2008

Primary Purpose

To be responsible for the operations of the Outdoor Adventures Rental Center during business hours. To support and represent Outdoor Adventures and work with the Director, Assistant Director, and Student Managers to achieve Outdoor Adventures program goals.

Qualifications

- ✓ Familiarity of the outdoor industry
- ✓ 1 year of customer service experience
- ✓ Proficiency in Microsoft Word, Excel, Access
- ✓ Familiarity of outdoor products (including, but not limited to, tents, backpacks, sleeping bags, canoes, kayaks, cross country skis, snowshoes, stoves, and lanterns)
- ✓ Fiscal responsibility
- ✓ Demonstrated self-initiative and eagerness to take on responsibility without direct supervision
- ✓ Excellent time management skills
- ✓ Ability to carry and portage canoes weighing 60 lbs. to 75 lbs.
- ✓ Ability to carry and lift kayaks weighing 35 lbs.
- ✓ Ability to stand for long periods of time
- ✓ Ability to withstand hot and cold temperatures

Job Responsibilities

- ✓ Provide rental equipment instructions and demonstrations to patrons (including outfitting patrons with canoe and kayak paddles, cross country skis, snowshoes, and choosing the best gear for their adventure)
- ✓ Inspect and clean rental equipment upon return
- ✓ Maintain and repair rental equipment (including waxing cross country skis)
- ✓ Organize trip equipment for departures and inspect upon return
- ✓ Check voicemail, return phone calls, and answer telephone calls
- ✓ Operate rental reservation and trip registration computer program
- ✓ Participate in semester inventory review of equipment
- ✓ Handle credit card, check, and cash sales
- ✓ Provide current Trip, Wilderness Medicine, GO! Program, Banff, Climbing Wall, and Class information to patrons via the telephone or in person
- ✓ Promote all aspects of the Outdoor Adventures program to patrons
- ✓ Assist with additional projects as seen fit by the Rental Center Manager or the Program Director