

Summer Program Assistant 2007-2008

Primary Purpose

To assist in all Outdoor Adventures Center operations including, but not limited to, daily business operations, issuing and receiving rental equipment, processing rental contracts, assisting customers, and program promotion (60%). The program assistant will also be responsible for facilitating recreational programs and providing assistance with special activities including the climbing wall and contracted events for the Outdoor Adventures Program (40%).

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
- Must be able to help patrons lift and transport canoes weighing 60 lbs. to 75 lbs.
- Must be able to help patrons lift and transport kayaks weighing 35 lbs.
- Able to stand for long periods of time
- Able to withstand hot and cold temperatures
- Knowledge of setting bouldering problems, top rope, and lead routes
- Certifications in CPR, First Aid, Wilderness First Aid and/or Wilderness First Responder (WFR preferred)

Rental Center Responsibilities

- Answer telephone calls, check voicemail, return phone calls
- Operate rental reservation and trip registration computer program
- Provide rental equipment instructions and demonstrations to patrons
- Process equipment reservations and trip registrations
- Handle credit card, check, cash, and UM account sales
- Inspect and clean rental equipment upon return
- Maintain and repair rental equipment
- Maintain Rental Center resources through ordering necessary brochures, maps, and bulletins
- Promote all aspects of the Outdoor Adventures program to patrons
- Provide current Trip, Wilderness Medicine, and GO! Program, Banff, Climbing Wall, and Class information to patrons via the telephone or in person
- Assist with additional projects as seen fit by the Program Director or Recreation Coordinator

Trip Program Responsibilities

- Overseeing trip program logistics including reservations, working with contractors, and permits
- Coordination and implementation of recreational programs – often weeknights or weekends
- Organize trip equipment for departures and inspect upon return
- Assist with additional projects as seen fit by the Program Director or Recreation Coordinator

Climbing Wall Responsibilities

- Student personnel management, including training, supervision, and evaluation
- Manage all equipment necessary to setup and take down the climbing wall (anchors, belay devices, ropes, etc.)
- Provide instruction for belay lessons and belay checks
- Inspection and maintenance of all equipment used at the climbing wall
- Contact groups, organizations, and clubs to promote the climbing wall
- Provide First Aid if necessary
- Record daily operations, inspections, and maintenance in climbing wall log
- Answer telephone calls, check voicemail, return phone calls
- Assist with additional projects as seen fit by the Program Director or Recreation Coordinator
- Set bouldering problems, top rope, and lead routes

Appointment Dates

May 2008-September 2008