

Outdoor Adventures Rental Attendant Position Description

Purpose

This position is responsible for the daily rental operations for the Outdoor Adventures Program, which includes taking reservations and preparing outgoing equipment orders. This person must be able to demonstrate effective decision-making and critical thinking skills to ensure the best customer service and safety for patrons by maintaining, cleaning, organizing, and repairing Outdoor Rental Equipment. Individuals must have general knowledge about outdoor equipment and be able to work collaboratively with the Outdoor Adventures Team. Outdoor Rental Equipment is not only sought out by the UNLV community, but from visitors worldwide. This individual must be able to effectively communicate with diverse populations, demonstrate a positive and welcoming environment, and demonstrate cultural competence while representing CRS.

Minimum Requirements

- General knowledge about outdoor equipment
- Customer service experience

Preferred Qualifications

- Experience with the use and care of outdoor camping equipment, backpacking gear, and snow shoes

Duties and Responsibilities include, not limited to:

- Ability to successfully complete American Red Cross Professional CPR
- Provide educational information in regards to the equipment usage and features Certification, Blood Borne Pathogen, and other trainings required.
- Understand and represent the mission of the Outdoor Adventures Program
- Receive and process Outdoor Equipment Reservations
- Assist participants with signing up for Outdoor Adventures Trips
- Complete all transactions using RecTrac software and reconcile shift transactions and deposit after each shift
- Provide positive and accurate information on all Outdoor Adventure Programs
- Maintain, clean, organize, and repair Outdoor Rental Equipment
- Accurately track the usage of equipment to ensure repairs and/or replacements occur in a timely manner
- Have outdoor rental reservation items pulled and waiting for customers upon their arrival
- Ensure that all returned items are clean and in working condition before placing them back in the closet
- Assist in promoting all Outdoor Adventures events
- Must display good judgment, think independently, and make sound decisions

- Assist with administrative duties as needed
- Provide program promotion and policy education
- Provide a friendly, upbeat and customer service oriented environment at all times
- Effectively communicate when working with patrons, staff, and supervisors.
- Positively promote UNLV and CRS to peers and patrons and takes initiative to be involved throughout campus.
- Carry yourself in a professional manner and displays a positive attitude.
- Follow policies and procedures, arrived prepared and on time, and consistently demonstrates service excellence
- Promote UNLV community and general public the exciting opportunities that the Outdoor Adventure program has to offer, such as trips and equipment rentals
- Attend regularly scheduled departmental meetings
- May be asked to work nights and weekends
- Adhere to all CRS guidelines

Criteria for Success:

- Ability to identify clarifying questions to ask during conversations.
- Ability to analyze information from multiple sources and perspectives.
- Ability to determine an action plan in order to achieve a goal or outcome.
- Ability to utilize time management skills that will help prioritize tasks and responsibilities in a timely manner
- Ability to accept people unlike yourself.
- Ability to appreciate “going the extra mile” to ensure a guest has a valuable experience.

Transferrable Skills

- | | |
|-----------------------------------------|----------------------------|
| • Communication and Listening Skills | • Professional Development |
| • Problem Solving & Critical Thinking | • Organizational Skills |
| • Working Independently and with a Team | • Time/Self-Management |
| • Working with a Diverse Constituency | • Customer Service |

Evaluation will be based on self, peer, and supervisory evaluations.

Reports to: Campus Recreation Management (in order)

1. Outdoor Adventure Program Coordinator – Hannah Doss
2. Director of Campus Recreation – Erin Farrar

Pay Rate: \$8.75 per hour

Minimum hours you must be available to work: 10 per week