

## **Outdoor Pursuits Attendant**

### **JOB DESCRIPTION**

#### *POSITION SUMMARY*

Outdoor Pursuits Attendants will be responsible for cross training in the Outdoor Pursuits Rental Center along with the Climbing Wall. At the Climbing Wall, attendants will be in charge of overseeing the risk management, customer service, emergency response and proper documentation, facility/area upkeep and assistance as requested by Professional Staff and/ or Facility Supervisor.

In the Rental Center, attendants will provide customer service to all members and guests. Attendants will be responsible for cleanliness of all rental equipment, ensuring all rental and trip equipment is clean and operational, and enforce all policies while keeping members safe.

#### *RESPONSIBILITIES*

##### **Climbing Wall**

- Respond to all medical and non-medical emergencies in the climbing wall area
- Monitor the safety of all participants at the climbing wall
- Completion of all Incident and Accident reports as necessary
- Follow the Every Day Task List
  - Checking anchors, ropes, belay devices, harnesses, and shoes
  - Vacuuming mats and cleaning windows
- Outstanding customer service
- Document participation count each hour
- Setup/tear down for birthday parties and events as requested
- Attend in-services and other trainings
- Other duties as assigned

##### **Rental Center**

- Serves as a representative of the Office of Campus Recreation in providing quality and effective customer service to all patrons
- Check all equipment to ensure that it is clean, functioning, and has all of the correct components, before and after a rental
- Properly check out and return all gear on the department's software
- Properly register patrons for Adventure Rec trips
- Attend in-services and other trainings
- Other duties as assigned

#### *ACQUIRED SKILLS*

As a result of working as the Outdoor Pursuits Attendant, the employee will have the opportunity to acquire and to improve communication, time management, attention to detail, conflict resolution, adaptability, and customer service skills.

## **JOB REQUIREMENTS**

### **QUALIFICATIONS**

*[The requirements listed below are representative of the minimum education and/or hands-on experience necessary to perform each essential responsibility.]*

- Degree seeking student at UAB
- Background check by UAB must be passed
- Must obtain basic American Red Cross First aid, CPR, and AED certification prior to working. Certification may be obtained through UAB University Recreation or outside organization
- Leadership and supervisory abilities
- Ability to work independently
- Knowledge of standard practices in recreational sports
- Ability to thrive in an environment that values high expectations, accountability, and balanced lifestyles

### **REQUIRED SKILLS**

*[The competencies listed below are representative of the knowledge, skills, and/or abilities required to perform each essential function.]*

#### **Technical Competencies**

- Basic computer competency

#### **Professional Competencies**

- Ability to handle customer service issues
- Ability to communicate effectively with patrons and professional staff
- Ability to multitask

#### **Physical Demands**

- Repetitive movement due to belaying
- Repetitive wrist, hand, or finger movement (while operating computer equipment)
- Occasional bending, stooping
- Eye-hand coordination (keyboard typing)
- Hearing and talking
- Extended periods of reading fine print

## **Student Learning Outcomes**

- As a result of working for University Recreation, student employees will develop a sense of community by building relationships through effective communication and teamwork to foster resiliency.
- As a result of working for University Recreation, student employees will be able to demonstrate decision making and problem-solving skills acquired through trainings, experiences, and evaluations.
- As a result of working for University Recreation, student employees will be able to demonstrate professionalism by holding themselves and their coworkers accountable.
- As a result of working for University Recreation, student employees will be given opportunities for professional development to prepare them for future career.