

Position: ROPE Outdoor Adventure Center Supervisor

Pay Rate: \$7.25 per hour

Supervisor: Assistant Director, Outdoor Programs

Job Description:

Outdoor Adventure Center (OAC) Supervisors are responsible for the overall supervision over outdoor equipment rentals, outdoor trip registrations, educational clinics, and the OAC facility. Supervisors are expected to anticipate potential problems, collaborate with other Recreation Center program areas, and maintain a warm and welcoming atmosphere in the OAC. This position requires critical thinking skills, and the ability to work independently.

Specific Responsibilities:

- Manage operations of the OAC including, but not limited to: equipment rentals, outdoor trip registrations, equipment sales, membership sales, and other duties as assigned.
- Maintain operational procedures and policies for the OAC.
- Maintain overall organization and cleanliness of the OAC.
- Rent equipment to Rice University students, faculty and staff and follow all procedures linked to this process.
- Accept returns of rented gear, return equipment to its proper place, assess fees, and complete all forms associated with the rental.
- Manage all outdoor equipment and its respective required maintenance.
- Enrich patrons' experiences by practicing good customer service including: warm salutation, providing feedback/advice on equipment, and guiding patrons to appropriate educational clinics/outdoor trips.
- Register Rice University students, faculty/staff, and guests for outdoor trips and offer them the proper information regarding each event.
- Provide assistance and appropriate resources for patrons planning and preparing for independent outdoor trip.
- Assist in the planning and preparation of ROPE outdoor trips by testing and staging equipment.
- Responsible for arriving on time, signing in, closing the facility, and completing time sheets.
- Follow Recreation Center protocol during emergency situations.

Minimum Qualifications:

- Must have a passion for the outdoors and outdoor recreational programming.
- Must have general knowledge of outdoor programming and services offered by ROPE.
- Must have general knowledge of outdoor trip activities offered by ROPE.
- Must have general knowledge of outdoor equipment and the maintenance and repair of the related equipment.
- Must be able to think independently and make decisions for everyday and emergency situations.

- Working knowledge of Rice Recreation Center program areas and program offerings.
- Must have a positive attitude and interact well with ROPE Trip Center patrons.



RICE UNIVERSITY RECREATION CENTER

STUDENT EMPLOYMENT APPLICATION

PERSONAL INFORMATION

Name: _____

SSN: _____

Date of Birth: _____

Email Address: _____

Local Address: _____

Permanent Address: _____

Phone: _____

GENERAL INFORMATION

Year of Study: FR SO JR SR GR

Anticipated date of graduation: _____

College: _____ Major: _____

Are you presently employed on Campus? Yes No

Are you presently applying for other positions with the Recreation Center?

Yes No Position(s): _____

Requested semester for employment (Check all that apply): Fall Spring Summer

For which position are you applying for on this application? _____

EMERGENCY CONTACT

Name: _____ Relationship: _____

Phone: _____

QUALIFICATIONS/WORK EXPERIENCE

List all qualifications, certifications, and relevant work related experience you have. Please attach a current copy of your resume, a cover letter, and copies of all up to date certifications.

| | |
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| _____ | _____ |
| _____ | _____ |
| _____ | _____ |

List your last two employers – beginning with the most recent

| Date: for leaving | Name & Phone of supervisor | Company/ Organization | Position | Reason |
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| From: |
| To: |

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| From: |
| To: |

I understand that any false or misleading information given in this application will automatically disqualify this application from the employee pool or result in termination of employment.

Signature of Applicant: _____ Date: _____



The following questions are to be handed in with your application. Feel free to use additional paper.

1. Please describe any experiences you have had with customer service.

2. Please describe your experience with outdoor recreation equipment such as camping equipment, backpacking gear, canoes/kayaks, etc.

3. What does it mean to you to be adventurous?

The following are sample interview questions. You do NOT need to answer them for this application. Please prepare yourself by considering them prior to the interview.

- *What is your strongest personality trait? What do you feel you need to work on?*
- *Give an example of a time you have been compassionate.*
- *Have you ever been in a leadership role? If so, what was that role and how do you feel you performed?*