

Outdoor Center Front Desk Attendant

RecSports Outdoor Program
University of Tennessee

Introduction

Our undergraduate and graduate level staff have a varied background, coming from across the state of Tennessee and beyond. Recreation, biology, information technology, philosophy, art, geology, and speech pathology represent some of the various majors our staff studies.

The love of the outdoors draws this diverse set together. It is our priority to find students who are passionate about the outdoors, want to share this love with others, are willing to learn new skills, and then eventually share these skills with others.

In applying to work for the Outdoor Program, you will be working shifts at the Outdoor Center, plus various special events as scheduled. Working other positions inside our department is possible.

Expectations

You must have a sense that the glass is half full and provide an **attitude of genuine kindness, thoughtfulness and insatiable curiosity** due to a love of learning. **"Type A" personalities** who exhibit the above traits, are highly desired.

A positive work ethic is important. While it is work, we enjoy it because we all have a tendency to do our jobs as well as possible and help others to have amazing experiences. We expect you to develop into the type of person who, when you graduate, we are reluctant to let go of because of your work ethic, teaching ability, and warm personality.

You could work anywhere else but **you have chosen to work for the RecSports Outdoor Program.** By working here, you are looking for more than just a paycheck. You should be looking to join a community, to **become an excellent teacher and leader** and of course, to have solid outdoor skills. In return, we expect you will always bring a positive attitude and work ethic to work and make the program an important part of your undergraduate or graduate experience.

We expect **open and direct communication** and hold ourselves and others accountable for duties, decisions, mistakes, words, and actions.

The RecSports Outdoor Program is a student run program, with direction and coordination provided by two Co-Coordinators. To make this program run smoothly, **staff is expected to take part in all RecSports Outdoor Program trainings, train younger staff and improve the program however possible.**

Make sure you understand these duties and areas - now is the time to ask questions to see if this is the right fit for you.

Requirements

- Minimum First Aid, Adult/Infant/Child CPR and AED (provided by RecSports) or higher level certification.
- Enrolled student.
- A 2.5 GPA or higher (a lower GPA may be considered if you sell yourself).
- Checking or savings account for direct deposit.
- Acceptance of the above expectations.
- Commitment to work a minimum of 6 hours a week.
- Attend all required staff trainings.
- Attend mandatory staff meetings.
- Have or able to secure within 7 days of an interview the following: original, signed, non-laminated Social Security card; or original passport. These are required IDs to complete new hire paperwork

Job Description

These specific duties and descriptions are in addition to the more general and normal activities that go on daily.

The general activities include, but are not limited to:

1. Greeting participants, answering questions, and directing them to the right resource with friendly and positive service
2. Aiding participants in planning and reserving rental equipment for their trips and excursions
3. Renting out and maintaining outdoor equipment
4. Registering participants for educational clinics, workshops, and trips
5. Assisting Outdoor Program professional staff in preparing equipment for use in the field
6. Maintaining cleanliness and organization of the Outdoor Center

7. Maintaining all UTOP bulletin boards and post fliers on campus
8. Answering phones and emails
9. Coordinating and working on-campus events for the department and program
10. Identifying what needs to be done and doing it
11. Ensuring safety during all clinics and programs
12. Enforcing the rules and regulations of the department
13. Other duties as assigned

Time Frame

The RecSports Outdoor Program is open 5 days a week while school is in session (Fall, Spring) with different hours during the summer session. Staff who are committed and add value to the program will be asked to stay on each semester until graduation.

Outdoor Center: Monday & Friday 1030am-6pm, Tuesday-Thursday 1-6pm

Wage Range

\$7.25 to \$7.70 after 3 years of service at an entry level. Promotion to higher positions are available.

Average Hours Per Week

6 to 20 hours

How to Apply

Online at <http://recsports.utk.edu/student-assistants>

Be sure to include a cover letter

Your *cover letter* should cover:

- What your most relevant skill & experience is
- Why you want to work with the UT RecSports Outdoor Program
- The type of work environment you work best in

Learn to Rock Climb, Kayak, & Teach - Apply for to *Student Outdoor Leadership Expeditions (SOLE)* training course, held each spring.

If you apply to work the Outdoor Center, you should submit a resume and application for the *Student Outdoor Leadership Expeditions (SOLE)* training course as well.

For the right person, this spring time 170+ hour outdoor leadership program provides the skills and experiences to eventually become paid trip staff. See the *SOLE* candidate hiring document for information.

No experienced is needed to join this training course.

