Position Description
EAC RENTAL ATTENDANT
University Recreation & Sport Facilities (UR & SF)
Hilltop Recreation Center, University of Wisconsin-Eau Claire

Accountability
Reports to the Environmental Adventure Center Manager

Responsibilities
The EAC Student Manager position is responsible for reserving, renting, and returning items in a timely and accurate manner. Customer service is also an imperative part of working at the EAC. The student manager is responsible for keeping the EAC clean and organized while maintaining an accurate inventory of equipment. Student employees should be well informed of all activities, programs and trips that the EAC takes part in.

Specific Duties
- Properly open and close the EAC
- Accurately complete rental contracts on the computer
- Maintain and improve the condition of equipment
- Clean, set up, and/or hang returned rental equipment
- Check all rental equipment for damages/needed repairs
- Document all damages and remove damaged equipment from rental circulation
- Repair damaged equipment if possible
- Clean and organize rental center counter tops, desks, and floor
- Answer the EAC telephone and document questions or concerns if they cannot be answered at the time. Direct unknown questions to EAC Program Manager
- Review Active Contracts and make phone calls to customers with late contracts reminding them of their contract and the possible accumulation of late fees
- Properly fit and adjust rental equipment to suit individual customers
- Schedule, reserve, and fill orders for canoes and kayaks (including cargo trailer)
- Help customers load/unload rental equipment

Expectations
- Must have a clean driving record
- Criminal Background Check will be required
- Attend all training workshops and meetings

Qualifications and Salary
Applicants must be self-directed individuals with a strong work ethic, a positive attitude, good customer service skills and the ability to work well with others. Applicants must be at least a part-time student (6 credits for federal work study, 1 credit for non-federal) with at least two semesters remaining at UWEC.

Base Wage
Division I: $7.25 per hour

Revised August 2014 SJP