

University Recreation and Sport Facilities

Environmental Adventure Center Student Worker

Position Title:

Student Rental/Office Assistant

Position Description:

Environmental Adventure Center (EAC) Student Rental/Office Assistants are available for customers and to help keep the Rental Center running smoothly and efficiently. Customer service is a large part of the Environmental Adventure Center. Rental workers are responsible for accurately checking out and checking in equipment. They are also responsible for keeping the EAC clean and organized. Student employees should be well informed of all activities, programs, and trips that the EAC takes part in.

Primary Responsibilities:

1. Properly open and close EAC
2. Maintaining a cash register/money management.
3. Accurately complete rental contracts on the computer.
4. Maintain and improve the condition of equipment.
5. Clean, set up/hang returned rental equipment.
6. Check all rental equipment for damages/needed repairs.
7. Document all damages and place damaged equipment in the "Damaged Equipment Area."
8. Attempt to repair damaged equipment if possible.
9. Clean and organize rental center counter tops, desks, and floors.
10. Answer EAC telephone and attempt to answer all questions or concerns. Direct unknown questions to Dan or Al.

11. Review Active Contracts and make phone calls to customers with late contracts reminding them of their contract and possible accumulating late fines.
12. Properly fit and adjust snowshoes, snowboards, cross-country skis, downhill skis, and accessories to customers.
13. Accurately complete timesheets on time.
14. Complete and check off Daily Task Check List.

Opening/Closing Procedures:

When first arriving to work employees should:

1. Turn on "OPEN" sign.
2. Count Disc Golf Rack and match number with excel spreadsheet to make sure all Disc's are accounted for.
3. Review Active Contracts and make necessary phone calls and make note of upcoming returns.
4. Report to Dan or Al to see if there are any special or important tasks.
5. Clean and organize equipment, shelves, countertops, and desks.
6. Sweep floors and vacuum office.
7. Clean front glass window and other glass cases.
8. Check "Damaged Equipment Area" to see if any repairs are needed or able to be done.

Before leaving work employees should:

1. Count Disc Rack and match number with excel spreadsheet to make sure all Discs are accounted for.
2. Make sure student computer desk area is clean and organized.
3. Make sure all equipment/ office supplies are put away.
4. Update incoming employee with any information about upcoming returns or customers.

If employee is opening the EAC for the day, they must:

1. Locate the building manager and retrieve cash box from the Bowling and Billiards Office.
2. Turn on "OPEN" sign and unlock all doors.
3. Open rental counter barn doors and properly secure them.
4. Unlock and open Trip Gear Room (back room).
5. Complete all employee duties already stated above.

If employee is closing down the EAC for the day, they must:

1. Log out of all computers.
2. Put all money and receipts, keys in cash box.

3. Turn off “OPEN” sign and lock all doors and areas open. Including Rental Counter, Trip Gear Room, Archery Range and closet.
4. Make sure all areas are clean and organized.
5. Turn off all lights and return cash box to Bowling and Billiards Office.

*Once all opening responsibilities and Daily Task Check List are completed employees may work on homework or other personal tasks until customers arrive or another duty is needed.

Qualifications:

Criminal Background Check will be required.

Additional Information and Form Submission:

Al Wiberg, EAC/Ropes Course/Climbing Wall
14 Hilltop Recreation Center
836-5601 or wibergad@uwec.edu

Dan Langlois, Assistant Director/Environmental Adventure Center
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