Position: ROPE Outdoor Adventure Center Supervisor
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: ______________________________________

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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SUPPLEMENTAL INFORMATION

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?

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: ________________________________