POSITION DESCRIPTION

An active team member who participates in the area's development, including promotion/advertising, renting equipment, equipment maintenance, and programming, the attendant creates a friendly, informative, customer-oriented atmosphere through interacting professionally with customers. This attendant position will be short term with the ability to stay on long term. The attendant will spend the majority of the time renting ice skates for use at the Norris Ice Rink.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Afternoons, evenings and weekends
Starting Wage: $10.00/hour
Reports To: Norris Outdoors Student Supervisor, Graduate Assistant, Program Coordinator & Assistant Director of Norris Programs
Position Term: Position will be for a seasonal position lasting from October 16th – February 25th

ESSENTIAL FUNCTIONS

1. Rents, cleans, and maintains equipment.
2. Accurate cash control including cash register and credit card machine operation.
3. Evaluates the needs of patrons with respect to sports and recreational activities and assists them in planning outdoor experiences. Instructs patrons in the safe and proper use of outdoor equipment.
4. Maintains an organized, clean and presentable area.
5. Punctual for shifts and finds substitute for missed shifts prior to leaving their shift unattended.
6. Assists with advertising for the department, i.e. hanging up posters, chalking sidewalks, etc.
7. Actively participates in all Norris Outdoors recreation and camping programs
8. Attend area meetings and Norris University Center orientation and training programs.
9. Enforces area policies.
10. Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS

- Current Northwestern University Undergraduate Student
- Strong interest in outdoor recreation and winter activities

OUTCOME EXPECTATIONS AND RESPONSIBILITIES

CUSTOMER SERVICE

- Customer Interaction – articulates clearly and listens to customers, maintains good eye contact and focuses on individual customer, and puts the customer first
  - Greets each customer upon entering the area
  - Assist customer with selecting equipment
  - Closes all sales with “Thank you”
  - Uses correct phone etiquette “Norris Outdoors. How may I help you?”
  - Uses correct email etiquette
- Customer Satisfaction – follows through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
  - Checks the voice mail and email hourly
  - Responds promptly to all customer email/phone requests
- Apologizes immediately for inadequate rented equipment

**Presentation** – positive image and reflection of self and the Norris Center
- Wears Name Tag and appropriate work attire, including Northwestern Purple
- Wears closed toed shoes at all times in the space
- Counter is clean and not cluttered with personal items and food.
- Keeps friends from obstructing the work space

**RESPONSIBILITY**

- **Attendance** – arrives on time for shifts, works during scheduled hours and makes arrangements for replacements as needed
  - Adheres to the quarterly posted work schedule
  - Calls or emails if going to be late for a scheduled shift
  - Flexible when needed to help fill in for others

- **Accuracy** – is precise and works within allotted time frames, acknowledges when mistakes or missed deadlines occur and notifies supervisor appropriately
  - Transact sales according to procedures
  - Make sure every rental has a completed and signed rental agreement
  - Adheres to credit card procedures- point of sale and closing
  - Completes cash reports correctly – minimizing errors and sloppiness
  - Patiently performs all special and routine tasks thoroughly
  - Adheres to all pricing policies and does not offer unauthorized discounts
  - Check every stove and tent for required parts before allowing the customer to rent this equipment

- **Accountability** – makes appropriate decisions regarding behavior, recognizes and accepts consequences of actions, and acts in a dependable manner
  - Contact the Supervisor immediately when there is a policy violation (missed shift, cash shortage, Inappropriate discount, etc)
  - Accepts criticism from customers and strives to improve the equipment and service

- **Job Knowledge** – knows job description and understands what the job entails, knows relevant information and policies, and seeks clarification when needed
  - Reviewed the entire operation manual
  - Continues to read all posted information for updates and other changes
  - Has demonstrated sufficient skills with various camping equipment
  - Knows emergency procedures
  - Attends special training sessions when required

**TEAMWORK**

- **Communication** – communicates information to team members, customers, and team leadership, and displays ability to adjust communication style appropriately
  - Leaves behind clearly written notes for co-workers if needed
  - Use email to contact co-workers and supervisor when needed
  - Uses group messaging system when needed

- **Group Participation** – attends team meetings and contributes to dialog, and supports others and appropriately adapts behavior in response to team needs
  - Belongs to a campus outing organization/group

- **Values Difference** – relates well with team members from diverse backgrounds, interests, and values, and understands, recognizes and behaves appropriately when cultural differences exist
  - Uses patience with customers who have less outdoor skills

**AUTONOMY**

- **Enforcement of Policies** – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Makes sure Norris Outdoors rental agreement is completed and signed (for liability purposes)
  - Contact the appropriate staff regarding decisions that are exceptions to the rules
  - Keeps flammable equipment in proper storage
  - Wears safety goggles and gloves when needed

- **Initiative** – demonstrates ability to initiate action and contribute ideas to improve area, and works well with minimal supervision
  - Always checks the task sheet and what equipment is needed for recovery
  - Uses discretionary time to improve the area – cleaning, checking the posting on the board, etc.
• **Decision Making** – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  o Prioritizes some tasks based on the needs of the customer’s needs

• **Problem Solving** – deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
  o Contact the Center Manager or the Assistant Director immediately
  o Continues to best serve the customers without closing the service.

**ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS**
• Basic camping skills such as pitching tents and necessary equipment
• How to size customers for cross country skis and boots, hiking backpacks, and ice skates
• How to find local camp grounds