POSITION DETAILS

DESCRIPTION
An active team member who participates in the area's development, including promotion/advertising, renting equipment, equipment maintenance, and programming. The Supervisor creates a friendly, informative, customer-oriented atmosphere through interacting professionally with customers. Under the direction of the Graduate Assistant, Program Coordinator and Assistant Director for Norris Programs, the supervisor works collaboratively with the staff team to develop Norris Outdoors as a premiere equipment rental operation, information resource, and program provider.

HUMAN RESOURCES DETAILS
Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $9.25/hour
Reports To: Asst Director for Building Services and Marketing

ESSENTIAL FUNCTIONS
1. Interview, hire, train, schedule, and supervise attendants and senior attendants.
2. Ensure accurate fiscal management
3. Cover shifts that are not filled by student employees.
4. Ensure staff maintains an organized, clean and presentable area.
5. Work with attendants to ensure equipment is maintained.
6. Work with attendants to ensure that resource files are current and well organized.
7. Plan, implement, and evaluate on-campus educational programs and off-campus trips.
8. Coordinate advertising and promotions for the area; work with the Graduate Assistant to develop an advertising plan.
9. Inspect, maintain, and repair equipment.
10. Identify and manage staff projects.
11. Update and maintain all office handbooks.
12. Attend weekly Student Supervisor meetings
13. Attend monthly Underground Student Supervisor meetings
14. Attend area meetings and Norris University Center orientation and training programs.
15. Other duties as assigned.

MINIMUM SKILLS AND QUALIFICATIONS
Current Northwestern University Undergraduate Student
Previous work experience and ability to effectively manage a student staff
Basic understand of camping needs and gear care
OUTCOME EXPECTATIONS AND RESPONSIBILITIES

The following outlines the more specific learning outcomes and expectations for this position; things you can expect to learn while on the job and responsibilities you must master to achieve satisfactory performance.

CUSTOMER SERVICE

Customer Interaction: articulate clearly and listens to customers, maintain good eye contact, focus on individual customer, and put the customer first
- Greet each customer upon entering the area; Assist customers with selecting appropriate equipment; Close all sales with “Thank You”; Use correct phone etiquette, e.g. “Norris Outdoors, how may I help you?” Use correct email etiquette.

Presentation: positive image and reflection of self and the Norris Center
- Wear name tag; Maintain a clean counter not cluttered with personal items; Keep friends from obstructing the work space; Dress appropriately when handling specific types of equipment (no open toe shoes).

Customer Satisfaction: follow through with customers in order to meet their expectations for service, and is persistent and creative in meeting customer needs
- Check the voice mail and email; Respond promptly to all customer email/phone requests; Apologize immediately for inadequate rented equipment.

RESPONSIBILITY

Attendance: arrive on time for shifts, work during scheduled hours and makes arrangements for replacements as needed
- Adhere to the quarterly posted work schedule; Call or email 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. Acknowledge when mistakes or missed deadlines occur and notify supervisor appropriately
- Conduct sales according to procedures; Ensure every rental has a completed and signed rental agreement; Adhere to credit card procedures at point of sale and closing; Complete cash reports correctly, minimizing errors and sloppiness; Patently perform all special and routine tasks thoroughly; Adhere 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: make appropriate decisions regarding behavior, recognize and accept consequences of actions, and act in a dependable manner
- Contacts the Graduate Assistant immediately when there is a policy violation; Accepts criticism from customers and strives to improve the equipment and service

Job Knowledge: know job description and understands what the job entails, know relevant information and policies, and seek clarification when needed
- Familiar with the entire operations manual; Continue to read all posted information for updates and other changes; Demonstrate sufficient skills with various camping equipment; Know emergency procedures; Attend special training sessions when required

TEAMWORK
**Communication:** communicate information to team members, customers, and team leadership, and display ability to adjust communication style appropriately

- Leave behind clearly written notes for co-workers if needed; Use email to contact co-workers and supervisor when needed

**Group Participation:** attend team meetings and contributes to dialog, and support others and appropriately adapt behavior in response to team needs

- Participate in a campus outing, sports, or recreation organization/group.

**Values Difference:** relate well with team members from diverse backgrounds, interests, and values, and understand, recognize and behave appropriately when cultural differences exist

- Use patience with customers who have less outdoor skills.

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**LEADERSHIP**

**Risk Taking:** demonstrate willingness to think creatively in order to improve quality, take risks, and encourage evaluation of processes

- Comfortable with making changes in policies and procedures; Willingness to think “outside the box” to improve the overall service.

**Goal Orientation:** demonstrate effective planning and visioning of the future. Push self and others when necessary, to accomplish goals

- Provides a routine task list for attendants; Review and prepares for all special events and promotions, including providing goods and additional labor if needed.

**Collaboration:** foster collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so

- Solicit suggestions for service improvement from attendants; Develop a team by hosting at least one staff meeting per quarter; Create an employee board or uses online process to keep all attendants informed; Encourage attendants to use the leisure services offered.

**Clarification of Values:** can articulate personal and professional values and belief system, and sets the example for team and peers, acts as a role model

- Demonstrate a strong work ethic by using discretionary time to make service improvements; Take pride in accomplishing suggested changes; Participate in all Norris and area of service training, group and special events, and encourages attendants to participate as well.

**Empowerment:** recognize individual and group contributions, celebrate accomplishments, and encourage others to act and make decisions

- Recognize attendants for outstanding performance and writes a “Caught in the Act”; Provide recommendations to the Graduate Assistant for future leadership positions.

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**AUTONOMY**

**Enforcement of Policies:** uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it

- Ensure Norris Outdoors rental agreement is completed and signed; Contact the appropriate staff regarding decisions that are exceptions to the rules; Keep flammable equipment in proper storage; Wear safety goggles and gloves when needed

**Initiative:** demonstrate ability to initiate action and contribute ideas to improve area, and works well with minimal supervision

- Always check the task sheet and completes assigned tasks before being asked. Perform all job related tasks first before using discretionary time for studying.

**Decision Making:** display ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks

- Prioritize some tasks based on the needs of the customers.
Problem Solving: deals with unforeseen situations professionally, and is adaptable, flexible, and able to work under conditions of ambiguity
Contact the Center Manager or the Graduate Assistant immediately the case of difficult situations; Continue to best serve the customers without closing the service.

Management

Self-Confidence: maintain and projects an optimistic perspective, accurately assess, and articulates personal strengths and weaknesses
Maintain a positive attitude about the duties of the position. Maintain a good working knowledge and is competent in all aspects of the position. Keep Graduate Assistant informed on challenging tasks. Know the mission of the University Center as it relates to the service area. Use all opportunities to explore other environments that offer similar services.

Personal Management: demonstrate ability to initiate action and contribute ideas to improve area, and work well with minimal supervision
Use scheduled work time to review work by attendants; Thoroughly check all aspects of the service on every shift; Walk into the area and scopes for improvements; Good understanding of how to use other departments in Norris to accomplish specific tasks; Willingness to stay beyond a scheduled time to accomplish important tasks that support the mission; Cover some shifts when needed to keep the service open and operating; Keep all documents and other information organized without desk or file clutter; Promptly respond to all Center Manager, Cashier, or Marketing reports that may require a resolution for a specific problem.

Personnel Management: clearly communicate individual and group performance expectations, and use instructive feedback and evaluation in a positive manner
Clearly explain all tasks before delegating; Effectively interview, hire and train attendants for area positions; Check specific tasks performed by attendants; Schedule one-on-one evaluation sessions for each attendant; Review improper job performance in a discreet manner (never in public); Give all attendants a compliment on every shift; Ensure work environment is safe and reports potential problems to the Graduate Assistant; Give equitable treatment to all attendants when resolving problems; Provide fairness when scheduling attendants for evenings, weekends and special events; Keep all important information updated and available for attendants (passwords, emergency procedures, safety information, important phone numbers, etc.)

Reporting: develop clear and concise reports on status of operation using appropriate language and data. Prompt in submitting reports
Complete monthly usage reports within 5 business days; Complete monthly student voice surveys within 5 business days; Prepare work schedules in the correct format and on time.

Additional Outcome Expectations

Time Management: use scheduled work time to accomplish specific tasks

Leading a work team: encourage others to embrace the mission and accomplish the tasks