NORRIS OUTDOORS ATTENDANT

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.

HUMAN RESOURCES DETAILS

Shifts: 8-12 hours/week • Mornings, evenings, and weekends available
Starting Wage: $11.00/hour
Reports To: Norris Outdoors Student Supervisor, Asst Director for Building Services and Marketing

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

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
  - Greet each customer upon entering the area
  - Assist customer with selecting equipment
  - Closes all sales with “Thank you”
  - Uses correct phone etiquette “NorrisOutdoors how may I help you?”

- **Presentation** – positive image and reflection of self and the Norris Center
  - Wears Name Tag
  - Counter is clean and not cluttered with personal items and food.
  - Keeps friends from obstructing the work space
  - Dresses appropriately when handling specific types of equipment (no open toe shoes)

- **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
  - Responds promptly to all customer email/phone requests
Apologizes immediately for inadequate rented equipment

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
  - Uses email to contact co-workers and supervisor 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

LEADERSHIP N/A to this position

- **Risk Taking** – demonstrates willingness to think creatively in order to improve quality, and takes risks and encourages evaluation of processes

- **Goal Orientation** – demonstrates effective planning and visioning of the future, and pushes self and others, when necessary, to accomplish goals

- **Collaboration** – fosters collaboration in their team and in the organization, and empowers others to act and strengthens their ability to do so

- **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

- **Empowerment** – recognizes individual and group contributions, and celebrates accomplishments and encourages others to act and make decisions

AUTONOMY
 Enforcement of Policies – uses and upholds rules and guidelines of job, and makes appropriate exceptions when the situation calls for it
  - Makes sure NorrisOutdoors 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
  - Performs all job related tasks first before using discretionary time for studying

 Decision Making – displays ability to make good choices, and understand how to use his or her talents and skills to best accomplish tasks
  - 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
  - Contact the Center Manager or the Assistant Director immediately
  - Continues to best serve the customers without closing the service.

 MANAGEMENT  N/A to this position

 Self-Confidence – maintains and projects an optimistic perspective, and accurately assesses and articulates personal strengths and weaknesses

 Personal Management – manages energy and circumstances to meet deadlines and accomplish specific tasks and outcomes, and manages time effectively

 Personnel Management – clearly communicates individual and group performance expectations, and uses instructive feedback and evaluation in a positive manner.

 Reporting – develops clear and concise reports on status of operation using appropriate language and data and is prompt in submitting reports

 ADDITIONAL POSITION-SPECIFIC OUTCOME EXPECTATIONS

  - Basic camping skills
  - How to size customers for cross country skis
  - How to find local camp grounds