



# NORRIS OUTDOORS ATTENDANT

## POSITION DESCRIPTION

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An active team member who participates in providing fun outdoor leisure for the University community. The attendant transacts equipment rentals adhering to all required procedures and is accountable for maintenance and recovery of rental outdoor equipment. The attendant maintains a friendly, informative, customer-oriented atmosphere, interacting professionally with customers.

## HUMAN RESOURCES DETAILS

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**Shifts:** 6-10 hours/week • Mornings, afternoons, and evenings. Occasional weekends.

**Starting Wage:** \$15.00

**Reports To:** Norris Outdoors Student Supervisor, Assistant Director of Co-Curricular Learning and Recreation.

## ESSENTIAL FUNCTIONS

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1. Accountable for all equipment rentals including inventory, prep, and recovery,
2. Accurately handles all online and in person rental sales transactions
3. Perform routine maintenance and ensure proper upkeep of equipment.
4. Evaluates the needs of patrons with respect to sports and recreational activities and assists them in planning outdoor experiences.
5. Instructs patrons in the safe and proper use of outdoor equipment.
6. Monitor email and online rental requests.
7. Works scheduled shifts and is punctual for all shifts and finds substitutes when needed.
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

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- Current Northwestern University Undergraduate Student
- Proven experience with a strong interest in outdoor recreation
- Conscientious in regard to attendance and adherence to area procedures
- Good Customer service skills from previous employment
- Work Study preferred but proven knowledge in outdoor recreation is essential so open to hiring students at Regular Pay