Position Description

TITLE: Student Worker, Climbing Wall Specialist

RESPONSIBILITIES:
The Climbing Wall Specialist is responsible for assisting in the daily operations of the University of Cincinnati Campus Recreation Center Climbing Wall including maintaining a safe climbing environment, processing and scheduling course enrollments and payments, selling Pro Shop merchandise, and issuing equipment. Successful candidates must ensure members, prospective members, rental groups, and guests are presented with a safe and enjoyable environment.

- To fulfill the Campus Recreation mission to create the best experience for each individual we serve
- Understand the manufacturer’s instructions for the use, care, maintenance, and inspection of any associated equipment such as ropes, harnesses, carabiners, and belay devices
- Assist in the facilitation of Climbing Wall rentals, birthday parties, and special events
- Introduce climbing safety to new climbers, including proper bouldering and spotting safety.
- Belay for new climbers and members, when time permits
- Responsible for offering outstanding customer service
- Ensure cash handling practices are accurate
- Enforce policies of Campus Recreation
- Communicate with professional staff regarding member and facility issues that need to be addressed
- Answer questions members may have about the facility and programs
- Be knowledgeable about climbing techniques, programs, services, and products offered at the Climbing Wall
- Take payments for all programs and Pro Shop retail items
- Enroll members and non-members in different types of programs through program registration in CSI
- Ability to handle and count money while reconciling money drawer at the end of the shift
- Issue Climbing Wall rental equipment to members through CSI software, and ensure that equipment is cleaned at the conclusion of its use
- Complete all paperwork and place in appropriate location
- Assist in the interviewing/hiring, training, evaluating, and promotion of student staff.
- Attend staff meetings and trainings hosted by Campus Recreation
- Other duties as assigned

MINIMUM QUALIFICATIONS:
To be considered for this position you must meet the following requirements:

- Is at least 16 years of age
- Enrolled at a post-secondary institution or a secondary school at least part-time (one (1) or more credit hours if at a post-secondary institution), except for summer term, or will be a registered student during the next academic term
- Successful completion of the Campus Recreation Center Belay Certification course
ADDITIONAL QUALIFICATIONS CONSIDERED:
- Ability and willingness to enforce policies and handle conflict
- Strong customer service skills and basic knowledge of computer skills
- Ability to handle several tasks at once with frequent interruption
- Ability to critically think and problem solve challenges in a high pressure setting

AVAILABILITY:
Flexible scheduling – need to be available during days, nights, and weekends

LOCATION:
Main Campus – Campus Recreation Center

SALARY:
Hourly Rate – $9.00/hour