

RecSports Team Member Responsibilities

- Develop professional relationships with co-workers, participants and guests.
- Uphold and exceed the expectations of the Cornerstones of RecSports Service: accountability, anticipating needs, attitude, and atmosphere.
- Demonstrate a desire to learn and apply knowledge as a RecSports ambassador.
- Take ownership of RecSports facilities and programs by exhibiting a responsible work ethic.
- Promote and maintain cleanliness and appearance within and surrounding RecSports facilities.
- Enforce RecSports policies and procedures to promote participant safety and satisfaction.
- Respond to all emergency situations and adhere to established protocol including pre- and post-incident procedures.
- All RecSports employees are expected to abide by the RecSports Student Staff Code of Conduct process that clarifies shared expectations and standards in effort to best serve our patrons, develop each team member, and prepare student employees for future career endeavors.

Lake Wauburg Team Member Responsibilities

Lake Wauburg Associates work at North Shore to provide excellent customer service, manage equipment rentals, assist in loading and unloading at the boat launch, and manage gatehouse operations.

Position duties include the following:

- Provide high-quality customer service.
- Welcome patrons and manage facility access at the Gatehouse.
- Perform headcounts and track daily patron usage.
- Answer incoming phone calls.
- Assist patrons checking out boats and equipment.
- Provide safety briefings for boat rentals.
- Assist patrons as they load and unload their boats into the lake.
- Serve as a liaison for both shores of Lake Wauburg
- Enforce Park rules, regulations, and policies.
- Complete opening and closing duties.
- Support Lake Wauburg special events and facility reservations
- Perform regular maintenance and cleaning including emptying trash, cleaning restrooms, picking up palm fronds, etc.
- Complete daily reports
- Inspect facilities and equipment for unsafe conditions, remedy the condition, and or notify Supervisors.
- Participate in departmental and unit-specific training.
- Ensure patron safety and respond to emergencies.
- Administer First Aid/CPR/AED in an emergency.
- Assist supervisors and professional staff with additional duties as assigned.

RecSports Fall Kick-Off 2024: Tuesday, August 20 8am – 3pm

- Fall Kick-Off is our all-staff event to discuss department-wide updates, facilitate unit training sessions, as well as cultivate community and positive energy within our RecSports team. All RecSports Student Staff are expected to attend and will be paid for their training time.

Hourly Pay

- \$12.40/hour

Requirements/Qualifications

- Interest in outdoor recreation, customer service, and campus involvement.
- Must have a valid driver's license.

- Valid First Aid/CPR/AED certification OR register to obtain the certification within the first 30 days of employment.
- Work 10-15 hours per week, including one weekend shift. Note that Lake Wauburg is open over academic breaks and holidays.
 - Lake Wauburg North Shore is open Wed – Sun 12pm – 6pm
- Attend mandatory monthly staff meetings
- Attend mandatory trainings and skills clinics.
- Availability to work two shifts per week during operating hours, including weekday, weekend, and over academic breaks.

- **Preferred Qualifications**

Previous experience with the following:

- Working in an outdoor setting
- Maintenance and power tool operation
- Working at a waterfront/lakeside facility