STUDENT MANAGER
OUTDOOR ADVENTURES (ROCK)

PURPOSE
The SRC Student Manager for Outdoor Adventures - Rock reports to the Coordinator for Outdoor Adventures & Experiential Education. He/she assists in the development and delivery of programs and services related to the Outdoor Adventures Rock and Challenge Programs. Additionally, he/she provides peer supervision to all student staff areas. The student managers also serve as a team that are expected to contribute to policy decisions, staff training and development, participant education, safety awareness and response, program assessment, and program promotion.

SUPERVISORY DUTIES AND RESPONSIBILITIES
- Assist in the day-to-day management and oversight of the Rock and low ropes challenge course areas.
- Provide daily peer supervision to 8 – 12 student staff and support the supervision of 80 total student staff.
- Provide orientation and training, performance feedback, motivation, and discipline to student employees.
- Assist in the recruitment and selection of quality student employees who represent the campus demographics.
- Perform, as needed, all duties detailed in the job descriptions for the Rock Assistant, Trip Leader, and Challenge Course Facilitator staff.
- Conduct staff area meetings for staff input, policy interpretation, staff development, staff scheduling, and resolving issues.
- Supervise the conduct and daily performance of student staff area.
- Train staff in duties, policies, procedures, customer service, and risk management.
- Educate student staff and participants; adhere to, and enforce, all policies and procedures.
- Work regular shifts as member of program staff area.
- The Student Manager for OA Rock typical work week will consist of the following:
  o Work regular scheduled shift totaling four hours as a Rock Assistant.
  o Serve as needed as Trip Leader, Rock Assistant, Challenge Course Facilitator.
  o Lead weekly Rock staff meeting.
  o Attend SRC Leadership Team meeting.
  o Meet weekly with Coordinator.
  o Three office hours four days a week – scheduling, program promotion, program research and creation, program assessment, facilitator in-service training, etc.

PROGRAMMATIC DUTIES AND RESPONSIBILITIES
- Assume responsibility for all aspects of SRC facilities, programs, and services in the absence of full-time staff.
- Assist in the development and implementation of systems and procedures to ensure employee and participant safety in all programs and facilities.
- Respond to participant issues and provide positive public relations and service.
- Provide outreach support to various student groups to promote the program and solicit feedback.
- Assist in the development, distribution, and compilation of assessment instruments to determine program effectiveness and participant satisfaction.
- Assist in identifying potential semester climbing programs and clinics, and assist with planning and implementation.
- Assist in the coordination and scheduling of group use of the Rock and Challenge Course.
- Identify program equipment purchase needs; develop and maintain inventory control methods.
- Develop and update manuals for systems, procedures, policies, and staff training.
- Prepare and deliver presentations as needed.
- Prepare semester and annual reports, collect data, research solutions, and maintain program files.

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- Regularly communicate program hours, events, results, accomplishments, etc.
- Participate in strategic planning for both short and long term projects related to SRC facilities, programs, and services.
- Develop and maintain quality control procedures for program area.
- Resolve participant conflicts and disputes with tact and diplomacy.
- Contact University Police when necessary due to problems that cannot be resolved with on-site personnel.
- Communicate maintenance, custodial, or security issues to appropriate SRC or campus personnel.
- Respond appropriately and as needed to all injuries, emergencies, and evacuations.
- Assist and work to promote Rock and Challenge Program opportunities to campus departments, clubs, and organizations, through presentations, meetings, and working with the Marketing team to develop a comprehensive marketing plan.

**Administrative Support Duties and Responsibilities**
- Provide support to the Director and Coordinators on specific projects as needed and assigned.
- Represent the SRC and CSUB in a professional manner and act as an SRC ambassador at all times with an extensive knowledge of the facilities, programs and services.
- Serve as a role model to other student staff and participants.
- Provide positive public relations and policy education to participants.
- Attend and contribute to all mandatory staff meetings, workshops, and retreats.
- Provide a friendly, inclusive, service-oriented environment for all staff and participants.
- Demonstrate awareness of, and appreciation for, individual uniqueness and diversity.
- Maintain a positive relationship with staff and co-workers.
- Demonstrate commitment to student development and leadership.
- Maintain high standards and achieve high expectations.
- Maintain prompt hours and follow absence procedures.

**Qualifications**
- Currently enrolled CSUB student with at least 8 undergraduate units and a minimum G.P.A. of 2.0, or graduate student with at least 4 graduate units and a minimum G.P.A. of 3.0. **Must be a current SRC employee.**
- Previous supervisory, administrative, or leadership experience; preferably in a recreational environment.
- Experience in recreation programming, event planning, or facility management/security preferred.
- Knowledge and skill in climbing, bouldering, harness safety, belay techniques, and other climbing related issues preferred.
- Ability to lead and de-brief groups using low ropes teambuilding and challenge course.
- Experience with, or awareness of, safety and risk management, budget management, assessment instruments, promotional methods, and marketing techniques preferred.
- Certification in CPR, AED, and First Aid from either the American Red Cross or the American Heart Association within 30 days of hire. Other advanced/specialized safety certifications preferred.
- Ability to work collaboratively with others or independently as the situation requires.
- Ability to take thoughtful risks, explore new ideas, be flexible, and adapt to change.
- Excellent organizational, planning, multi-tasking, and problem-solving skills.
- Genuine interest in a variety of individuals and commitment to providing quality service to diverse populations.
- Excellent oral and written communication skills.
- Candidates should be reliable, self-motivated, and should be able to solve problems and make decisions based on SRC mission and guiding principles.
- Knowledge of Windows based computer systems.
- Willingness and ability to work early morning, night, weekend, finals, and quarter break hours.
- Employment is contingent upon satisfactory completion of a fingerprint check and may include a credit check.

**Classification and Compensation**
Student Assistant II - $14.00 per hour. Maximum 20 hours per week. Regular work week consists of 15-18 hours.

**Application Process and Deadline**
Applications can be found at the Student Recreation Center Welcome Desk, or online at [http://www.csub.edu/reccenter/employment.shtml](http://www.csub.edu/reccenter/employment.shtml). Included in the application is the "Tips for Applicants" sheet that will help prepare candidates for the selection process.
Completed applications are due on **03/11/16 by 5:00 p.m.** to the Student Recreation Center Welcome Desk.