STUDENT MANAGER
OUTDOOR ADVENTURES (Challenge)

PURPOSE
The SRC Student Manager for the Challenge Program reports to the Coordinator for Outdoor Adventures & Experiential Education. He/she assists in the development and delivery of programs and services related to the Challenge Program and high ropes course. He/she will provide the direction of each program to the Challenge Program Facilitators and Lead Facilitators. 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 challenge program and low ropes challenge course areas.
- Provide daily peer supervision to 8 – 12 student staff and support the supervision of 100 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 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 the Challenge Program typical work week will consist of the following:
  - Serve as needed as Challenge Course Facilitator.
  - Lead Challenge program staff meetings.
  - Attend SRC Leadership Team meeting.
  - Meet weekly with Coordinator.
  - Three office hours four days a week – scheduling, program promotion, program research and creation, program assessment, facilitator in-service training, etc.
  - Group outreach

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.
- Works with groups in advance of program to determine goals
- 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 the coordination and scheduling of group use of the 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 the Challenge Program opportunities to campus departments, clubs, organizations, and community groups 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 6 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 high/low ropes courses, harness safety, belay techniques, and other team building 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 - $14.50 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.csu.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 **dd/mm/yyyy by 5:00 p.m.** to the Student Recreation Center Welcome Desk.