STUDENT MANAGER
OUTDOOR ADVENTURES (TRIPS/BIKESHARE)

PURPOSE
The SRC Student Manager for Outdoor Adventures - Trips 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 Adventure Trip and Bike Share 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 outdoor trips and bike share program areas.
• Provide peer supervision to trip 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.
• Conduct Instructor Development Program (IDP) Information Sessions and Clinics for prospective trip leaders
• Perform, as needed, all duties detailed in the job descriptions for Trip Leader and Bike Share Attendant.
• 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 a member of program staff area.
• The Student Manager for OA Trips typical work week will consist of the following:
  o Serve as needed as Trip Leader or Bike Share Attendant.
  o Lead monthly Outdoor Adventures and bi-monthly Bike Share staff meetings.
  o Attend SRC Leadership Team meeting.
  o Meet weekly with Coordinator.
  o Prepare and lead Instructor Development Program (IDP) Clinics
  o Three office hours four days a week – scheduling, program promotion, program research and creation, program assessment, in-service training, etc.
  o Prepare and lead Pre-Trip Meetings, as needed
  o Prep equipment for OA Trips, as needed
  o Lead, as needed OA Trips

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 programs 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 “outdoor recreation” trips and assist with planning and implementation.
• Assist in identifying potential semester bike programs and services and assist with planning and implementation.
• Identify program equipment purchase needs; develop and maintain inventory control methods.
• Prepare and deliver presentations as needed.
• Prepare semester and annual reports, collect data, research solutions, and maintain program files.
• Regularly communicate program hours, events, results, accomplishments, etc.

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• Participate in strategic planning for both short and long term projects related to SRC facilities, programs, and services.
• Develop and update manuals for systems, procedures, policies, and staff training.
• 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 Outdoor and Runner Ride 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 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 or leadership experience required; preferably in a sport or fitness 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.
• Experience in a variety of outdoor activities (hiking, backpacking, rafting, skiing, kayaking, etc.) preferred.
• Ability to lead and de-brief groups using team building activities.
• 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. Wilderness First Aid may be required. 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.
• **Must be available to work during the summer term.**

**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 [https://www.csub.edu/reccenter/Employment%20Opportunities/index.html](https://www.csub.edu/reccenter/Employment%20Opportunities/index.html)! 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/yy by 5:00 p.m.** to the Student Recreation Center Welcome Desk.