

**University of Wisconsin-La Crosse  
Recreational Sports Department**

**TITLE: Outdoor Connection Representative (OC Rep)**

**Job Description:**

Outdoor Connection Representatives (OC Rep's) are responsible for managing the daily operations of the Outdoor Connection.

**Specific Duties:**

1. Serve as a resource by providing accurate and current information regarding outdoor recreation equipment and programs offered by Outdoor Connection.
2. Communicate and consistently enforce university, departmental, facility, and Outdoor Connection policies and procedures with all users and co-workers.
3. Responsible for opening and closing procedures for Outdoor Connection.
4. Perform cash, tender, and credit card transactions on university point of sale (POS) system.
5. Reserve, exchange, inventory, and maintain outdoor rental equipment.
6. Serve as public relations representative for the Outdoor Connection by assisting with promotions of programs and rentals.
7. Assist in the creation, planning, and possible leading of OC trips and seminars (programs)
8. Serve as a customer service representative at the REC Information Counter (see specific job description).
9. Maintain current certifications in first aid, CPR, and AED.
10. Work scheduled shift or complete employee schedule change process if unable to work.
11. Maintain a positive, cooperative, and customer service oriented attitude that enhances a fun work environment; wear staff apparel, nametag, and maintain clean, professional atmosphere.
12. Support and promote all decisions, programs, and activities offered by the Recreational Sports Department.
13. Serve as a positive representative while participating in university and departmental activities.
14. Participate as desired in departmental and programmatic committees that include Student Advisory Committee, S.M.I.L.E. Program (employee incentive program), and special events planning.
15. Participate in self, peer, supervisory, and participant evaluation process and attend bi-monthly staff meetings, and staff training.
16. Complete other duties as assigned.

**Time Commitment and Pay:**

Position requires a commitment of 7-10 hours per week. Hours range from 10:00am – 7:00pm. Working some evenings, weekends, holidays, and breaks are required. Schedules are flexible to meet class schedule. Starting pay: \$7.25/hour.

**Requirements:**

Ideal candidates should possess strong communication skills, be team-oriented, and have experience and/or a willingness to learn about outdoor programming and equipment as well as provide quality customer service to the campus community and guests. As well as have interest or experience in leading and planning outdoor adventure trips/seminars for the Outdoor Connection. A base knowledge of the local recreation areas is beneficial for candidates.

**Learning Laboratory:**

The Recreational Sports Department is a learning laboratory where students have the opportunity to compliment academic pursuits with quality hands-on work experience and on-the-job training.

**Who Should Apply:**

Students from all majors are encouraged to apply. This position provides numerous opportunities to gain skills that are beneficial in a variety of professions. No prior trip leading experience is necessary but encouraged.

**Additional information:**

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