

Office Assistant

Position Overview: The Office Assistant is a customer facing role facilitating the operations of the bouldering wall, rental service, and pro-shop at the Venture Out Center. All staff members have the ability to adopt proactive strategies to help advance the department's safety and risk management initiatives in order to create a positive and safe environment. Rec Sports consistently strives to create inclusive and welcoming environments, and to promote the importance of well-being and physical activity to all patrons.

Reports to: Office Supervisor

Work Location: Venture Out Center, 540 Beamer Way, Blacksburg

Working Hours: Office Assistants are staffed on 3 hour shifts during Venture Out Center operating hours.

Required Certifications: CPR/AED/FA for the Professional Rescuer must be obtained within 60 days of hire.

Required Qualifications

- o Friendly and personable customer service attitude.
- o Flexible, adaptable and open to change as a leader, follower, and team member.
- o Leadership, organizational skills, and attention to detail.
- o Strong personal motivation, initiative, commitment and reliability.
- o Able to work effectively with people of different ages and backgrounds.
- o Possesses a spirit of adventure, curiosity, and self-discovery.
- o Consistently strives to maintain open communication and give and receive timely, honest feedback with co-workers and supervisors.
- o Enrolled student at Virginia Tech

Job Functions

- o Manages the front desk providing customer service to patrons including checking in and orienting bouldering wall climbers, making sales, and providing rentals.
- o Inspects and logs returned rental equipment. Cleans equipment as necessary and returns equipment to proper location.
- o Provides information about services and local recreation opportunities to callers and patrons in the office.
- o Keeps office space clean and organized. Ensures a clean bouldering wall space for climbers.
- o Monitors climbers, ensures rules are followed, and fosters a positive conversation around climbing.
- o Repairs any damaged equipment within their level of training.
- o Uses time in the office to enhance professional skills and further knowledge in the areas of Venture Out's programming.
- o Performs opening and closing procedures.
- o Participates in required training.
- o Follows risk management procedures.
- o Supports the mission of Venture Out with other duties as assigned by a supervisor.

Skills/Abilities: Ability to carry out written and oral instructions. Ability to read and interpret documents in English. Ability to communicate orally and in writing. While performing the functions of this job the employee is regularly required to sit, use a keyboard and mouse, stand, climb a ladder, walk on unstable surfaces, and carry and lift objects up to 20 pounds. This position takes place in an office/retail setting with occasional outdoor duties. Reasonable accommodations may be made for individuals with disabilities.

Compensation: \$12/hr

Federal Work Study (FWS) is a program that provides part-time employment opportunities to eligible students to help meet expenses related to education. This position meets work study requirements for eligible students.