

**Position Overview:**

Gear Rental Attendants are the front line of customer service for the Gear Rental program that Towson University offers to students, faculty, and staff. Successful Gear Rental Attendants are able to independently problem solve, take initiative in finding tasks to complete, communicate to other student employees the Gear Rental process, and maintain an organized workspace of a variety and high volume of equipment.

**Position Duties and Responsibilities:**

- Assist customer in recommending appropriate gear for their rental
- Conduct gear rentals and returns for customers
- Thoroughly inspect equipment before and after each rental
- Educate customers on appropriate set up, use and care of equipment
- Maintain overall cleanliness of the OAC and Gear Garage spaces and service areas
- Coordinate rentals and returns that require pick up and drop off at the Gear Garage with OAC Supervisor
- Communicates with customers regarding due dates, reservation requests, and late rentals
- Manage Gear Rental requests and ensure completion by requested pick-up dates
- Provide exceptional customer service to OAC participants
- Follow, model, and enforce all Climbing Wall and OAC policies and procedures
- Promote programs and service of the Climbing Wall and Outdoor Adventures as a whole
- Uphold the mission and values of the Department of Campus Recreation
- Establish and maintain clear and open communication with staff and supervisors
  - Show respect to all co-workers/supervisors
  - Be up-front and honest with all concerns
  - Accept and use constructive criticism as a learning tool
- Perform other non-routine tasks as assigned by supervisors

**Qualifications:**

- Attend OAC staff trainings and monthly staff meetings
- Have weeknight/weekend availability and ability to work a minimum of two (2) shifts per week
- Must be certified in American Red Cross CPR for the Professional Rescuer and Healthcare Provider/AED and First Aid within 30 days of employment

**Supervisor:** Grace Andrews, Coordinator – Outdoor Adventure Center

**Contact Person:** TiErra Johnson, Coordinator- Student Personnel

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**How to Apply:** TBA

**Application Deadline:**TBA