The Mission of Outdoor Programs

The mission of Outdoor Programs (OP) is to serve the educational, recreational, and developmental needs of the Appalachian State University community by utilizing human-powered outdoor adventure pursuits, experiential education methods, and the natural environment. The program provides opportunities for challenging experiences in outdoor settings while promoting a responsible and sustainable land-use ethic.

Position Summary

Outdoor Programs serves the ASU community of students, faculty, and staff in their recreational and adventure pursuits. Outing Center staff serve as the face of Outdoor Programs and are often the first point of contact for anyone wanting to learn more about what OP can offer. The role of the Outing Center staff is to foster an open and inclusive environment focused on customer service and providing support to key areas including but not limited to: providing consultation to and registering people for various adventure trips, clinics, and programs; registering, tracking use, and maintaining database for climbing wall; providing assistance to those renting and returning equipment; and answering questions about Outdoor Programs. Outing Center staff are an essential component of the Outdoor Programs operation and the ideal candidate will be self-motivated, enthusiastic, and customer focused.

Qualifications

- Be committed to helping facilitate the outdoor recreation experience
- Ability to learn PC programs, including Microsoft Word, Microsoft Excel, and Microsoft Access databases, if not already knowledgeable
- Desire and ability to work with peers
- Engage in outdoor pursuits and desire to help others engage in outdoor pursuits
- Committed to customer service

Responsibilities

- Provide information about Outdoor Programs and other outdoor pursuits to customers in the Outing Center
- Answer telephones, take messages, and ensure follow through
- Handle money, keys, and receipts
- Use computer applications to enroll students on trips and the climbing wall
- Maintain the program area
- Prepare rental equipment for rentals, clean and carefully inspect equipment upon returning, and perform repairs when necessary
- Provide other program support as needed
- Work on a team
- Take responsibility for the betterment of the program, your actions, and your job