

## Outdoor Adventures: Bike Shop & Rental Center Staff

Employees of the Bike Shop maintain the safest and most-welcoming environment possible for DIY customers and ourselves. Our goal is to empower customers by providing them the opportunity to learn how to do their own repairs with a little bit of guidance from us.

Employees of the Rental Center maintain Rental-Center Gear, provide outdoor-equipment rentals to current members of UCLA Recreation, and undertake general projects as needed in the Outdoor-Adventures workplace. Specific tasks depend on time of year and present condition of equipment, but Rental-Center employees should expect to consistently be on task because there is always work to be done.

### Job Qualifications

#### *Required*

- Currently enrolled as a UCLA Student
- Professionally represent UCLA Recreation
- Complete a background check
- Be certified in or obtain certification for CPR, first aid, and AED within one quarter of being hired. We sometimes offer free training and certification if you do not have this already.

#### *Preferred*

- Excellent oral and written communication skills
- Punctuality and reliability
- Ability to keep up with the high volume of customers
- Ability to prioritize multiple, competing tasks on a daily basis
- Ability to explain anything to clients in a professional manner
- Work-study eligible
- Interest in continuing employment through Summer.

### Job Expectations



- Communicate effectively and politely with customers and coworkers in person, on the phone, and through e-mail.
- Keep shop tidy by properly storing tools, clearing clutter from work benches, and making sure floors are clean and dry.
- Know how rental gear works and be able to instruct our customers in the proper use of this gear.
- Be able to inspect, clean, repair, and organize our gear effectively.
- Understand, explain, and enforce the Rental Agreement that our customers sign to rent gear.
- Have general awareness of the various programs within OA and the ability to refer customers to the resources describing these programs.
- Make sure the Rental Center is clean and organized.
- Wear close-toed/heeled shoes while in Bike Shop/Rental Center.
- Create, edit, and manage documents required for Outdoor Adventures operations.
- Other duties as assigned

**Pay Rate**

- \$17.30 per hour

**Contact:**

Please direct any questions about this position to [oa@recreation.ucla.edu](mailto:oa@recreation.ucla.edu).

