

Outdoor Adventure Shop Manager Position Overview

Position Summary

The Indiana University Outdoor Adventures (IUOA) Shop Manager is designed to provide Gear Shop support in cooperation with the Skill Development Coordinator and Adventure Specialists to carry out the rental, retail, food, Bouldering Wall, and Gear Shop programming operations within IUOA. The IUOA program includes the following positions: Senior Assistant Director, Skill Development Coordinator, Academic Coordinator, Shop Manager, Administrative Specialist, Adventure Specialist, and Trip Leader. The Shop Manager reports to the Skill Development Coordinator.

Specific Responsibilities

- Set a strong example and promote a positive work environment.
- Administer the training and development process for all Adventure Specialists.
- Identify daily priorities and delegate tasks.
- Manage equipment inventory including purchases and repairs.
- Manage the purchase and production of meals/snacks for IUOA trips.
- Assist in managing Bouldering Wall upkeep and operations.
- Gear Shop-related event planning, preparation, and execution.
- Plan and lead monthly staff meetings.
- Track, process, and report quarterly data regarding financials and participation trends.
- Manage the details of Gear Shop operations including supervising Adventure Specialist staff, managing outdoor equipment inventory, returning messages to phone and electronic customers within 48 hours, managing pricing and payments through a comprehensive recreation management software, and creating/maintaining effective and efficient processes as they apply to Gear Shop operations.
- Serve as the primary communicator between IUOA administrators and Adventure Specialists
- Oversee the purchase, upkeep, and movement of all equipment (rental and retail) which includes the delegation of associated tasks and supervision of student employees.
- Serve to support and ensure outstanding customer service and serve as the initial contact with returning Gear Shop phone calls and emails.

Required Skills/Qualifications

- Ability to maintain and coordinate office files and paperwork.
- Ability to promote and encourage collegiality.
- Ability to assist with maintenance and upkeep of physical space.
- Ability to work independently as well as to collaborate effectively with others.
- Knowledge of equipment and retail items in outdoor adventure programming.
- ability to learn and utilize software to manage equipment rental, inventory, memberships, and other key functions.
- Ability to maintain organization with inventory processes.
- Ability to maintain employee morale and accomplishment of work tasks.
- Ability to maintain a customer service focus.
- Demonstrate consistency, a high level of dependability, and strong interpersonal skills.
- Working knowledge of all Specialist areas of concentration, including but not limited to food/water, stove maintenance, and activity-specific equipment.

Preferred Qualifications:

- 1 year of experience in a supervisory or leadership role
- 1 year of experience working at an outdoor retail/rental program



Working Conditions/Demands:

- Position requires the ability to remain in a stationary position and the ability to work at a computer for extended periods of time as well as the ability to move about the workplace for long durations.
- Position requires operation of outdoor equipment and tools.
- This role requires the ability to move objects weighing up to 50 pounds.
- The person in this role must be able to perform the essential functions with or without accommodation.

Work Hours:

- 20 hours per week, primary weekday afternoon hours. Some additional weekend work may be required.
- Exact hours to be decided between Shop Manager and Coordinator of Skill Development

Benefits of employment with Campus Recreational Sports

- Development of transferable skills such as communication, flexibility, time management, problem solving and critical thinking, that will contribute to continued professional development.
- Opportunity to get to know and work more closely with a variety of rec sports staff and participants.

Payrate: Starting salary: \$16.00-\$18.00/hour based on prior experience.

