



**Department:** Campus Recreation

**Job Title:** Facility Attendant

**Summary:**

Facility Attendants are responsible for the daily operations of the fitness spaces in Reynolds Gymnasium. This position requires effective communication skills, the ability to resolve conflict, and must be able to work independently as well as part of a team. Facility Attendants must maintain constant situational awareness of potential risks while providing an all-inclusive and welcoming environment for all participants.

**Essential Functions:**

- Greet and welcome participants with a smile and friendly attitude
- Provide quality customer service to all individuals including faculty, staff and students
- Positively represent Campus Recreation and Wake Forest University
- Ability to uphold, enforce and clearly communicate facility rules and regulations; apply safe practices, hold users accountable
- Monitor, organize and clean designated fitness spaces. Maintain a safe and presentable atmosphere for participants
- Perform duties such as: lead equipment orientations, record equipment maintenance concerns or needs in log book, and opening/closing duties of fitness spaces
- Perform all scheduled work wearing Campus Recreation uniform and nametag
- Attend staff meetings and required trainings
- Ability to adhere to regular attendance of assigned shifts
- Other duties as assigned

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Must be current or obtain First Aid/CPR/AED Certification

**Preferred Knowledge, Skills, Abilities:**

- Excellent communication, time management, and organizational skills.
- Energetic and outgoing personality
- Ability to multi-task
- Reliable, trustworthy and punctual

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***



**Department:** Campus Recreation

**Job Title:** Group Fitness Instructor

**Summary:**

Group Fitness Instructors are responsible for leading and delivering group fitness instruction ranging in variety and level from aerobic activity, muscular strength, stretch, dance, yoga or mind body disciplines. This includes developing and organizing choreography, movement sequencing and progression, cueing participants set up, safety, execution, and more. Campus Recreation is seeking energetic Group Fitness Instructors. The instructor must be high energy, motivating, and a relationship builder who will help others reach their goals through exercise while having fun. Duties include, but are not limited to the following responsibilities:

**Essential Functions:**

- Leads energizing, fun, safe and educational group classes to accomplish the Campus Recreation Department mission and goals.
- Creates a welcoming class environment for all fitness levels and encourages and motivates class members.
- Answers questions from participants to support them in achieving their healthy living and wellness goals.
- Builds effective, authentic relationships with members, helps others connect with one another and to the Wake Forest community.
- Keeps accurate class attendance records.
- Maintain the Group Fitness equipment and room.
- Attends required trainings, workshops and staff meetings.
- Participates in master classes, in-house trainings, supports campus initiatives lead by Campus Recreation as well as other special events.
- Follows Campus Recreation policies and procedures; responds to emergency situations.
- Other duties as assigned

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Must obtain or maintain current CPR/AED/First Aid certification throughout duration of employment
- Must have or willing to obtain a current Fitness or Group Fitness related certification; once received must maintain currency to remain as active staff (certifications accepted, but not limited to: ACE, AFAA, Les Mills, YogaFit, Spinning®,etc)
- Willing to seek additional training or certifications as needed to enhance leadership and instruction

**Preferred Knowledge, Skills, Abilities:**

- Excellent communication and organizational skills
- Ability to multi-task and independently direct time management
- Ability to lead others creating an inclusive welcoming environment
- Energetic and outgoing personality

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***



**Department:** Campus Recreation  
**Program Area:** Intramural Sports  
**Job Title:** Intramural Official  
**Reports to:** Competitive Sports Coordinator

**Summary:**

Intramural Sports Officials are responsible for providing an atmosphere of fun in a competitive, yet safe, environment. Officials must be able to implement Intramural Sports policies and sport rules in order to maintain an appropriate level of control, fairness, and safety. They should maintain a positive attitude on-site and should always be striving to improve their officiating skills.

**Essential Functions:**

- Attend all officials training clinics
- Officiate Intramural contests
- Assist with preparation and inspection of the game site
- Enforce and evaluate sportsmanship of intramural teams and participants
- Participate in officials' evaluations
- Verify participant eligibility
- Provide positive public relations, program promotion, and policy education to participants
- Provide a friendly, upbeat and customer service oriented environment at all times

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Mandatory attendance at all intramural sports officials' clinics
- Grade of 80% or higher on officials' quiz

**Preferred Knowledge, Skills, Abilities:**

- Excellent communication, time management, and organizational skills. Must be able to work in a team environment. Previous officiating experience and sport knowledge.

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***



**Department:** Campus Recreation  
**Program Area:** Intramural Sports  
**Job Title:** Intramural Supervisor  
**Reports to:** Competitive Sports Coordinator

**Summary:**

Intramural Supervisors are responsible for the overall supervision of intramural programs, facilities, and entry-level staff. This position requires critical thinking skills, the ability to work independently and as a part of a team. Supervisors are expected to maintain an awareness of potential problems while creating a warm and welcoming atmosphere during intramural events and programs.

**Essential Functions:**

- Advocate healthy participation opportunities for Wake Forest community
- Coordinate staff, participants, facilities, and equipment on nightly basis
- Reduce risk, resolve conflict, and act as customer service liaison
- Enforce program policies based on the Intramural Handbook
- Respond to emergency situations based on the Emergency Action Plan
- Provide verbal feedback and written evaluation for sport officials
- Create accurate program reports on a nightly basis
- Influence program goals, objectives, and direction through discussion
- Mandatory attendance at Supervisor weekly meetings
- Mandatory attendance at two sport clinics per quarter

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Must be current or obtain First Aid/CPR/AED Certification

**Preferred Knowledge, Skills, Abilities:**

- Excellent communication, time management, and organizational skills. Must be able to work in a team environment. Previous officiating experience.

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***

**Department: Campus Recreation**  
**Program Area: Outdoor Pursuits**  
**Job Title: Climbing Wall Attendant**  
**Reports to: Assistant Director of Outdoor Pursuits**

**Summary:**

Individuals working as a Climbing Wall Attendant (CWA) will serve as technical rope system managers during the day to day operations of the WFU Climbing Wall. CWAs will be responsible for the overall risk management and technical operations of the climbing wall. Staff will be expected to work a minimum of 2, 2 hour shifts each week at the climbing wall.

Additionally, CWAs will be expected to assist in infrequent special events taking place at the climbing wall.

**Essential Functions:**

- Provide hands on technical assistance of roped climbing systems at the wall. Duties to include but not limited to: belaying of participants, assistance with participants in donning of personal protective equipment like harnesses, visual inspection of participant belay systems, and implementing rescue intervention strategies.
- Teach belay classes on a periodic basis for participant belay certification.
- Provide participant coaching of climbing movement.
- Assist with route setting
- Periodically assist with structural inspections of the climbing structure.

**Required Knowledge, Skills, Abilities:**

- General knowledge of technical rock climbing systems.
- Ability to physically work in 5<sup>th</sup> class terrain.

**Preferred Knowledge, Skills, Abilities:**

- Current certification in First Aid/CPR/AED
- Prior experience rock climbing on indoor artificial climbing structures.
- Current AMGA Climbing Wall Instructor and/or Single Pitch Instructor certification or equivalent certifying body.

**Training Requirements**

- All hired CWA will be expected to attend one 2-day cursory training (12 total training hours) during the 2017 Spring semester (Dates TBD)
- Prior to the start of Fall Semester, all hired CWAs are required to attend a 2-day on-site training (12 total training hours) scheduled for August 25 – 26.

**Compensation/Incentives:**

- \$7.50 per hour
- In addition to paid compensation, all instructors will receive the following benefits:
  - Access to discounted prices on outdoor equipment.
  - Access to further climbing training opportunities

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for merit-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***

**Wake Forest University is committed to providing access and reasonable accommodation in employment for individuals with disabilities.**

**Human Resources Use:**

<b>FLSA &amp; Reason: Non-exempt</b>	<b>EEO: 70</b>
--------------------------------------	----------------

**Date approved: 03/20/2015**  
**Approved by: Katie Hatch**

**Last revised:**  
**Revised by:**

**Department: Campus Recreation**

**Program Area: Outdoor Pursuits**

**Job Title: Outdoor Pursuits Attendant Staff and Wilderness Trip Leader**

**Reports to: Assistant Director of Outdoor Pursuits**

**Summary:**

Outdoor Pursuits is housed within the department of Campus Recreation. Our goal is to provide the Wake Forest community with opportunities for engagement in wilderness based programming. Under the supervision of the OP Assistant Director and OP Coordinator, this position will be directly responsible for assisting in the delivery of stated programs by working at the rental center, OP Base Camp, as well as servicing customers at our climbing wall welcome desk.

In addition to providing day to day support at Base Camp and the Climbing Wall welcome desk, all OP employees are expected to participate as Wilderness Trip Leaders. As a Trip Leader, staff are expected to co-lead 2-3 wilderness trips per semester as well as serve as a leader for one of Wilderness to Wake pre-orientation trip crews. We offer trips in a variety of outdoor disciplines ranging from backpacking and rock climbing to paddle sports and sky diving.

Each employee is expected to work a minimum of 2 shifts per week (one at Base Camp and one at the welcome desk) in addition to their trip leader responsibilities. All new staff are required to attend multiple new staff training sessions during their first semester on the job as well as a New Staff Immersion which takes place over Fall Break.

**Essential Functions:**

- **Weekly workload:** 4-10 hours
- **Base Camp**
  - Assisting customers with rental needs
  - Assisting trip participants with trip registration process and trip paperwork collection.
  - Responsible for daily Base Camp tasks to include but not limited to: checking in and inspecting rental returns, cleaning and maintaining rental equipment inventory, clerical work, financial transaction responsibilities, general upkeep of the facility.
- **Climbing Wall Welcome Desk**
  - Provide climbing wall visitors with rental climbing gear such as harnesses, shoes, chalk
  - Responsible for checking on climbing wall visitor liability waiver completion and climber status.
  - Assist in facility upkeep.
  - Complete daily inventory logs.
- **Wilderness to Wake**
  - W2W instructors must be fully present for both pre-orientation training (Aug. 13 – 17) and the program itself (Aug. 18 – 22).
  - Lead participants through program related activities including but not limited to flat water kayaking, backpacking, rock climbing, campsite set-up, back country cooking.
  - Serve as part of an instructional pair who is responsible for all aspects of program risk management.
  - Responsible for development and implementation of WFU related discussion topics for participants.
  - Provide first aid care and response to wilderness related accidents and injuries.
  - Manage physical and emotional safety of participants in the group.
  - Equipment management: trip pack-out, equipment repair, assist participants with equipment usage.
- **Wilderness Trip Leader**
  - Pre-trip planning to include but not limited to: budget creation and implementation, menu planning and food shopping, equipment inspection and pack-out, and participant/outfitter communication.
  - While on-trip: Responsible for all aspects of physical and emotional risk management, facilitation of trip specific activities, driving a van and possibly towing a trailer, handling emergency protocols as needed, provide first aid care and response to wilderness related accidents and injuries.
  - Post-trip duties to include but not limited to: equipment deissue, participant follow-up, debrief with program administration
  - All first semester trip staff will “Shadow” their first 1-2 trips in the field prior to serving as a Trip Lead.



- **Staff training:**
  - OP Staff are required to attend bi-weekly staff meetings.
  - New Staff are required to attend 1 in-house training each month during the Fall semester
  - Mandatory participation in the New Staff Immersion over Fall Break
  - During the first semester of employment, all new staff must receive their Wilderness First Aid, CPR/AED, and WFU Van Training certifications.
    - OP provides tuition subsidy for these trainings.

**Required Knowledge, Skills, Abilities:**

- Prior experience working in wilderness settings in a variety of activities including but not limited to: back packing, hiking, rock climbing, camp-site management, etc...
- Must be physically able to lift and carry loads up to 60 lbs over uneven terrain for prolonged periods of time.
- Must be comfortable working and living in adverse environmental conditions for multiple days at a time. Including but not limited to: rain, snow, ice, lightning storms, prolonged exposure to hot and humid environments, etc...
- Red Cross First Aid/CPR/AED for the professional Rescuer certifies, or equivalent certifying body.
- Must have working knowledge of back country equipment and it's use, function, and fit.
- Must be comfortable working in remote settings with no supervision and limited access to resources.

**Preferred Knowledge, Skills, Abilities:**

- Current certification in one or more of the following: Wilderness First Aid, Wilderness First Responder, Leave No Trace, any AMGA/PCIA rock climbing credential, any ACA credential.
- Documented experience working with a wilderness based organization such as: Boy or Girl Scouts of America, Wilderness based summer camps (counselor role), participation with Outward Bound or NOLS, etc...
- Previous experience as an OP trip and/or Wilderness to Wake participant.

**Compensation/Incentives:**

- \$7.25 per hour
- In addition to paid compensation, all instructors will receive the following benefits:
  - Early move-in expenses paid for. Staff will be allowed to move in to their on-campus housing on August 18<sup>th</sup>.
  - Access to discounted prices on outdoor equipment from a variety of vendors
  - In depth training in backcountry medicine, risk management, and activity specific training.
  - Zero trip cost for all trips that you lead
  - Funding for additional training certifications is available.

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***

**Wake Forest University is committed to providing access and reasonable accommodation in employment for individuals with disabilities.**

**Human Resources Use:**

<b>FLSA &amp; Reason: Non-exempt</b>	<b>EEO: 70</b>
--------------------------------------	----------------

**Date approved: 03/20/2015**  
**Approved by: Katie Hatch**

**Last revised:**  
**Revised by:**



**Department:** Campus Recreation

**Job Title:** Personal Trainer

**Summary:**

Personal Trainers within Campus Recreation are fitness professionals that possess the knowledge, skills and abilities to demonstrate safe and effective exercise and fitness program design. Trainers provide instruction, motivation, and accountability for the purpose of reaching the personal health and fitness goals of their clients. The position of Personal Trainer requires an enthusiastic attitude, attention to detail and the ability to adapt workout regiments around pre-existing medical conditions.

**Essential Functions:**

- Provide quality customer service to all individuals including faculty, staff and students
- Positively represent Campus Recreation and Wake Forest University
- Ability to uphold and clearly communicate facility and university rules and regulations; apply safe practices, hold users accountable
- Attend staff meetings and required monthly trainings
- Coordinate training scheduling with clients
- Perform all training in uniform and nametag
- Provide consultation services for clients to identify goals, medical conditions, training needs or preferences; verify payment of fees prior to any training session
- Clean and organize Personal Training equipment after use

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Must be current or obtain First Aid/CPR/AED Certification
- Successful completion of a nationally recognized Personal Trainer Certification. Must also maintain said certification in accordance to the varied guidelines set forth by the certification provider.
- Completion of 20+-hour hands on training designed to supplement the knowledge and skills obtained via certification.

**Preferred Knowledge, Skills, Abilities:**

- Excellent communication, time management, and organizational skills.
- Energetic and outgoing personality
- Ability to multi-task and work independently
- Reliable, trustworthy and punctual
- Previous exercise and fitness experience preferred

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***



**Department:** Campus Recreation

**Program Area:** Administration

**Job Title:** Student Office Assistant

**Reports to:** Operations Manager, Campus Recreation

**Summary:** Office Student Assistants are customer service representatives who greet and welcome patrons to Campus Recreation. They are responsible for general administrative assistance to a variety of Campus Recreation professional full-time staff members.

**Essential Functions:**

- Provide support to the daily operations of Campus Recreation
- Greet and welcome patrons
- Answer and refer questions from patrons
- Answer telephone
- Data entry
- Distribute department mail
- Hand deliver documents and materials to other campus locations
- Copy and fax assorted materials
- Maintain ledgers, records or spreadsheets as needed
- Process payments and issue receipts
- Assist with gathering information for reports
- Ability to uphold and clearly communicate facility and university rules and regulations
- Assist with marketing and promotion of Campus Recreation events
- Attend staff meetings and required trainings
- Other duties as assigned

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Computer skills
- Organizational skills
- Ability work independently and maintain confidentiality
- Strong interpersonal and communication skills
- Strong attention to detail
- Currently enrolled student

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for met-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***

Wake Forest University is committed to providing access and reasonable accommodation in employment for individuals with disabilities.

**Human Resources Use:**

<b>FLSA &amp; Reason: Non-exempt</b>	<b>EEO: 70</b>
--------------------------------------	----------------

**Date approved: 03/20/2015**  
**Approved by: Katie Hatch**

**Last revised:**  
**Revised by:**



**Department:** Campus Recreation

**Program Area:** Reynolds Gym

**Job Title:** Welcome Desk Assistant

**Reports to:** Operations Manager

**Summary:**

Welcome Desk Assistants are the first point of contact for Campus Recreation participants. They are responsible for the daily operations of the welcome desk in Reynolds Gymnasium. This position requires effective communication skills, the ability to resolve conflict, and ability work independently as well as part of a team. Welcome Desk Assistants must maintain constant situational awareness of potential risks while providing an all-inclusive and welcoming environment for participants.

**Essential Functions:**

- Greet and welcome patrons
- Answer and refer questions from patrons
- Provide quality customer service to all individuals including faculty, staff and students
- Performs customer service functions including program registration and sales, locker rentals, equipment checkout, facility access verification, retail sales and inventory, etc.
- Process payments (cash, check, credit card) and issue receipts
- Answer telephone
- Data entry
- Ability to uphold and clearly communicate facility and university rules and regulations
- Attend staff meetings and required trainings
- Other duties as assigned

**Required Knowledge, Skills, Abilities:**

- Current student of Wake Forest University
- Must be current or obtain First Aid/CPR/AED Certification

**Preferred Knowledge, Skills, Abilities:**

- Cash handling
- Excellent communication, time management, and organizational skills
- Energetic and outgoing personality
- Ability to multi-task
- Detail oriented
- Reliable, trustworthy and punctual

**Compensation/Incentives:**

Within the Department of Campus Recreation there are opportunities to assume additional responsibilities and promotion. All employees are eligible for merit-based pay increase and performance-based incentives.

**Note:**

This position profile identifies the key responsibilities and expectations for performance. It cannot encompass all specific job tasks that an employee may be required to perform. Employees are required to follow any other job-related instructions and perform job-related duties as may be reasonably assigned by his/her supervisor.

***Campus Recreation seeks to recruit and retain a diverse workforce, and encourages qualified candidates across all group demographics to apply.***

Wake Forest University is committed to providing access and reasonable accommodation in employment for individuals with disabilities.

**Human Resources Use:**

<b>FLSA &amp; Reason: Non-exempt</b>	<b>EEO: 70</b>
--------------------------------------	----------------

**Date approved: 03/20/2015**  
**Approved by: Katie Hatch**

**Last revised:**  
**Revised by:**