Summary: The Rock Wall Managers aide the Office for Outdoor Experiential Education to deliver an enjoyable experience for the Loyola community. This position is responsible for coverage of daily operational hours of the rock wall and providing supervision of Rock Wall Student Assistants. Students in this position will gain the necessary knowledge, skills and abilities to effectively manage a rock wall facility. Additionally, these students will assist with program assessment, development and improvement efforts. Benefits of this position include an increased understanding of program development, experience in customer service and a greater understanding of the mission of OOEE.

Minimum Skills and Qualifications:
- Current full-time Loyola University Chicago student
- Previous experience in rock wall programming and in customer service
- Participation in the Ramble Outdoors Facilitation Internship is preferred, but not required.
- Able to pass the knot tying practical through the interview process (taught to tie a retraced figure 8 knot). Students must return to show they can replicate the knot exemplarily.
- Able to climb up to the top of the wall, take a controlled fall and return to the ground safely.

Special Training: Belay checked by our Campus Recreation Belay Supervisor. Already, or become CPR/AED/first aid certified.

Knowledge, Skills and Abilities:
- Knowledge of desktop computing and use of the Web for information gathering
- Knowledge of, or the ability to learn, university, and O.O.E.E, policies and procedures
- Knowledge of, or the ability to learn, professional standards and regulations
- Knowledge of, or the ability to learn, indoor climbing best practices
- Ability to manage a team of peers
- Ability to create action plans and manage multiple tasks in a timely manner
- Ability to work collaboratively and constructively on core tasks
- Ability to write using clear, concise, simple language
- Ability to handle the physical demands of the position

Essential Duties and Responsibilities include the following. Other duties may be assigned:
- All duties of Rock Wall Assistants
- Responsible for training and overseeing staff coverage of the climbing wall, including staff scheduling and belay checking staff belayers
- Ensures uniformity of member instruction, policy and procedure enforcement, and check-in operations by staff members
- Ensures coverage of all scheduled appointments and programmed activities
- Responsible for the proper opening, closing, and overall security of climbing facility
• Meets twice monthly with peer supervisors and O.O.E.E. professional staff, for scheduling program development, program updates, and problem solving
• Provides Rock Wall supervision to oversee Rock Wall staff and assist members
• Other duties as assigned

Success Factors:
• Enjoys providing leadership, encouragement and feedback
• Highly dependable, prompt, self-starter with an eagerness to learn
• Desire to develop written communication and technical writing skills
• Fine attention to detail, professionalism, and dependability
• Organizational skills for efficiency
• Ability to work independently and in a team setting
• Desire to learn and teach how to climb

Physical Demands and Working Conditions:
This position requires extended seated computer use and belaying participants on a regular basis. Additionally, as part of the O.O.E.E., work may involve the performance of heavier physical tasks such as walking over rough or uneven surfaces, bending, stooping, lifting or carrying moderately heavy (20-50 pounds). The work environment may involve exposure to various elements such as chemicals, dust, fumes, cold, heat, noise, or dampness, where work exposes the employee to potential injury. Duties may require that work be performed in adverse weather conditions. Work may require exposure to dangerous equipment requiring the use of protective clothing or gear.

Terms of Employment and Compensation:
• The Student Manager will receive an hourly wage commensurate with experience
• The Student Manager will be expected to work between 8-16 hours a week
• This position will be available until graduation
  o Student Managers will receive end-of-semester evaluations which focus on all essential duties and responsibilities of a manager. Assessments will be provided by Campus Recreation professional staff
Philosophy:
As an integral part of the Department of Campus Recreation, the OOEE seeks to provide student staff learning opportunities outside of the classroom. We expect student staff of the OOEE to participate in experiences both inside and outside the classroom which allow them to develop and demonstrate skills, characteristics, and knowledge representing success, citizenship and ethical leadership throughout their employment. Being an OOEE student intern is just one of many ways for Loyola University Chicago students to get involved. Therefore, as part of the OOEE, we anticipate our students to attain progress towards competence in each of the learning outcomes listed below. Providing a workplace and recreation center that fosters and challenges its student staff to learn in line with these outcomes will ideally enhance the college experience of each student. We aim to provide guidance in developing these outcomes that are transferable toward each individual’s educational and professional goals.

- Effective Communication
- Logistics Planning
- Program development
- Promotion of Programming
- Teamwork
- Responsibility

- Program Delivery
- Knowledge of Rock Wall Equipment
- Autonomy
- Problem Solving Skills
- Interpersonal Communication Skills