

Campus Recreation – Challenge Course Lead Facilitator

Department: FAU Campus Recreation

Campus: Boca Raton

Position Title: Challenge Course Lead Facilitator

Hours Per Week: Varies

Classification: Undergraduate or Graduate

Brief Description:

The Challenge Course Lead Facilitator is responsible for designing and implementing programs and activities for groups while following all safety protocols. The Lead Facilitator must be thoroughly knowledgeable and proficient with how to lead groups on the climbing wall and through all elements and initiatives of the challenge course. The Lead Facilitator must attain all skills pertinent to working at the Challenge Course: belaying, knot tying, course preparation, team belay, and basic course administration duties. The Lead Facilitator must have very good communication skills and social interaction skills with individuals and groups from a variety of diverse backgrounds.

Key Accountabilities

Implementation of challenge course programs, including:

- Designing and adjusting program plans to meet client's desired outcomes
- Conducting and documenting pre-use inspections of facility and personal protective equipment prior to programs
- Ensuring course and elements are properly set up prior to client's arrival
- Coordinating with other facilitators before the program regarding program design, group background, and group goals
- Collecting and checking off on all program waivers and documents prior to the start of programs
- Facilitating programs in accordance with industry standards and local operating procedures
- Providing oversight to assistant facilitators, and facilitator
- Implementing the emergency action plan when necessary
- Ensuring all program paperwork is filed appropriately (roster, waivers, summary, pre-use inspection, rope log) upon completion of programs
- Ensuring equipment is put away, access to course is removed, and facility is locked upon completion of programs
- Other duties as assigned

Requirements:

- Authorized to work in the United States
- Current or ability to obtain within 3 months of employment, CPR/AED and First Aid Certification

- Must be comfortable working at heights, and able to perform rescues as needed
- Must have physical capability of performing required job duties while exposed to adverse conditions including rain and temperature extremes
- Must possess and maintain technical skills such as knot tying, belaying, and personal protective equipment use
- Must possess experience in facilitating group development activities, low and high elements
- Must have the ability to demonstrate sound decision making with safety as the number one priority
- Must be professional and timely when communicating with clients
- Must possess the ability to work with diverse clientele and communicate effectively
- Minimum 60 hours documented challenge course program delivery experience
- ACCT certification preferred

What You Will Do and Learn:

- **Communication Skills:** Articulate thoughts and ideas clearly and effectively in written and oral forms to persons inside and outside of the organization
 - Exemplify effective verbal communication
 - Discuss program plans and goals with customers
 - Follow up messages and reporting
- **Work Ethic & Professionalism:** Demonstrate personal accountability and effective work habits, e.g., punctuality, working productively with others, and time workload management, and understand the impact of non-verbal communication on professional work image.
 - Gain experience working in a professional environment
 - Prioritize tasks with a focus on customer service
- **Teamwork/Collaboration Skills:** Build collaborative relationships with colleagues and customers representing diverse cultures, races, ages, genders, religions, lifestyles, and viewpoints.
 - Interact with various groups to develop team building skills
 - Plan, coordinate, and execute inclusive programs
- **Critical Thinking/Problem Solving Skills:** Exercise sound reasoning to analyze issues, make decisions, and overcome problems.
 - Assist with student, faculty, staff, employer and community member questions with a courteous and professional demeanor by utilizing knowledge of the department and the university
 - Design activities to provide the appropriate amount of challenge to groups
 - Coordinate and implement rescue procedures when necessary
- **Leadership Skills:** Leverage the strengths of others to achieve common goals, and use interpersonal skills to coach and develop others.
 - Exemplify critical thinking skills by adjusting challenge course initiatives to fit the specific group needs
 - Coaching participants to “challenge by choice”
- **Digital Technology Skills:** Select and use appropriate technology to accomplish a given task. The individual is also able to apply computing skills to solve problems.
 - Utilize Connect2 software to complete pre- and post- programs reports/documentation
 - Utilize Fusion software to collect participant registration and waiver
- **Global/Intercultural Fluency:** Value, respect, and learn from diverse cultures, races, ages, genders, sexual orientations, and religions.
 - Design and lead programs for people of various races, ages, genders, and religions

- Respectful engagement with multi-culture and diverse students, employers, and staff
- **Career Management:** Identify and articulate one's skills, strengths, knowledge, and experiences relevant to the position desired and career goals, and identify areas necessary for professional growth
 - Complete Job Performance Appraisal (JPA) each semester to review and assess overall performance in position
 - Maintain current certifications necessary to complete job duties (CPR/AED and First Aid)