

Bolder Climbing Community

Position: Front Desk Night Supervisor

Location: 5-5508 1 Street SE, Calgary, AB

Wage: Based on experience

Hours: Full time (40 hours/week)

Start date: Immediate

Job Description

We are looking for a mature individual to fill the role of Front Desk Night Supervisor here at Bolder. The Front Desk Night Supervisor will be expected to work 4 weekday evening shifts per week, and 1 weekend mid-day shift per week and will be responsible for ensuring optimal gym operations when other management staff are not on site. The Night Supervisor will need to have a deep understanding of company policies and procedures, in addition to sound judgment and problem solving skills. At its core this is a leadership position, and the Night Supervisor must be comfortable communicating effectively across all levels of staff and clientele to maintain the desired atmosphere and ensure the safety and enjoyment of all guests. We expect this person to lead by example, which we believe begins with attitude and work ethic. Thus we are looking for someone who is friendly, engaging, motivated, responsible, accountable, and excited to join our team.

Term

- This is an ongoing position, however we are anticipating a possible shift in the responsibilities and/or schedule of this role in Fall of 2022 as the composition of our management team changes as we prepare to open our second location.
- 3-month probationary period with review before moving forward.
- Must be available to work evenings and partial weekends. The schedule we are currently looking to hire for is: Sundays (10am - 6pm) through Thursdays (weekday closing shifts from 4pm - 12am).

Responsibilities

- Be a leader to other staff members and community members through your attitude, work ethic, and interactions.
- Ensure the guest experience is consistently meeting a high standard of quality.
- Respond to any incidents to ensure concerns are resolved in a safe, efficient, and effective manner.
 - I.e. Injuries, compromised/spun holds on the wall, building maintenance concerns, patron complaints, specific questions, etc.
- Document incident reports, and keep the General Manager informed of any major incidents.
- Community engagement; get to know climbers, welcome new visitors to the gym, check on clientele throughout their visit, listen to feedback from community members, and be an active member of the community.
- Ensure the facility is being cleaned to the expected standards and address any gaps or deficiencies directly if expectations are not being met.

- Ensure policies and procedures are being followed properly by all staff, and communicate any ideas for improvement to the management team if/as they arise.
- Assist in training new employees on closing shift operations and procedures.
- Understand the company's core values and mission statement, and use these as a foundation to make judgment calls.

Qualifications and Preferred Experience Applicants should have:

- Previous leadership experience required.
- Minimum of 1 year experience within the climbing industry preferred.
- Excellent time management skills.
- Excellent communication skills, with particular focus on positive recognition, accountability and conflict management.
- A positive, respectful attitude, and the ability to set and maintain the desired atmosphere within the space.
- Strong organizational skills and systems, and the ability to effectively communicate these to other team members.
- Valid First Aid / CPR Level C+ Certification.
- Valid ProServe Certification.
- Must be 18+ years of age.
- Experience using Rock Gym Pro software is an asset, but not required.

Vacation / Time Off Expectations:

- Time-off requests must be submitted using the appropriate request form to be approved by the owners and submitted within the scheduling app. You will be responsible for getting your shift duties covered before you leave. Time-off requests are subject to approval, and depending on circumstances may not always be possible to accommodate; the more notice provided the easier it is for us to work together on this.

Additional Information

The Front Desk Night Supervisor is a part of the management team, and will directly report to the General Manager. During the 3-month probationary period, a successful applicant may be terminated if performance standards are not being met and have not improved after discussion of unmet standards; this will not affect any other employment positions within the company.

Application Process

Please send a cover letter and resume to Hannah Glockner at hannah@bolderclimbing.com. In the subject of the email please provide your name followed by – Application for Bolder Climbing Night Supervisor. Please include in your resume a list of relevant certifications/qualifications and experience.