

Bolder Climbing Community

Position: Front Desk Staff

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

Wage: Starting at \$16 / hour, potential for increase based on relevant experience.

Hours: Minimum 16 hours / week

Start Date: Week of July 4-8, 2022

Job Description

The crew at Bolder is seeking a motivated, friendly individual to join our team as part of our Front Desk Staff. The Front Desk Staff are responsible for executing daily operations at the gym including cleaning, checking in members and guests, answering the phone, giving gym orientations to new guests, retail/day use/membership sales, and basic preparation of food and beverages. Front desk staff are expected to develop an excellent understanding of the gym's membership policies and product knowledge, and be able to effectively communicate these to the public. The front desk staff are the face of our company, and are expected to be friendly, welcoming, and helpful to all patrons of the gym, creating a positive atmosphere. While being a part of the climbing community is an asset, climbing ability is far less important than attitude and excitement towards the sport and community.

Term

- This is an ongoing position.
- 3-month probationary period with review before moving forward.
- Primarily looking for closing shift coverage from 4pm - 12pm with weekend availability.

Responsibilities

- Complete opening, closing, and mid-shift cleaning.
- Be comfortable using the POS system for:
 - Day use sales / refunds.
 - Membership sales and account setup.
 - Checking in and out all patrons.
 - Invoice / account balance inquiries.
 - End of day cashouts.
 - Checking inventory quantities.
- Interact with all patrons in a friendly, professional manner to build rapport with membership.
- Give introduction orientations to first time visitors, including key locations, explanation of grading system / markers on the wall, fall safety demonstration, and general facility rules / etiquette.
- Be knowledgeable in all products carried; be able to assist customers with purchase decisions.
- Be knowledgeable in programs, clinics, and events offered, and know where to direct further questions.
- Fix any compromised holds on the wall (spun or shifted holds, broken holds, etc) if routesetters are not on site.

- Attend to first aid incidents if a supervisor is not available, and fill out the necessary paperwork related to the incident.
- Basic preparation and serving of food and beverages.
- Be comfortable opening and/or closing the gym independently as a keyholder after the training period is complete.

Qualifications and Preferred Experience

Applicants should have:

- A general passion for climbing and fitness.
- Strong interpersonal skills with the ability to communicate to the public and internally with other staff and management.
- Valid ProServe certification.
- Valid Standard First Aid Level C+ (CPR & AED) certification.
- The ability to work independently and as part of a small team.
- Experience cleaning.
- Enthusiasm to be part of the Bolder Climbing team.
- Reliable transportation to and from work at the designated shift start and end times.
- Familiarity with Rock Gym Pro is an asset but not required.

Additional Information

Bolder Climbing employees are given a free membership for the duration of their employment, in addition to other staff benefits.

Application Process

Please send a cover letter and resume to Hannah Glockner at hannah@bolderclimbing.com. In the subject of the email please put your name followed by – Application for Bolder Climbing Front Desk Staff. Please include in your resume a list of relevant certifications.