

B2 Climbing

Position: Front Desk / Floor Supervisor Staff

Location: 12686 48th Street SE Calgary

Number of Positions: 4-8

Wage: Starting at \$16-18 / hour based on relevant experience.

Hours: 8-32 hours / week

Start Date: Late May or Early June

Job Description

The crew at Bolder is seeking a motivated, friendly individual to join our team as part of our Front Desk and Floor Supervisor Staff for our new facility. They 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, belay checks, retail/day use/membership sales, and basic preparation of food and beverages. You would be 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 and Floor Supervisors 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.
- We are looking to fill all shifts, our hours of operations will be 9am to 11pm, 7 days a week.
- Will be expected to work evenings and weekends
- Must attend training prior to gym opening. Dates and times TBA.

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.
- Perform Belay checks for new customers - training provided.
- Floor supervisors will be expected to monitor customers belaying and climbing habits to ensure they are performing them in a safe manner.

- Floor supervisors may need to assist in rescues of patrons or staff from height - Training provided.
- 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.
- ACMG CGI or CWA certifications are 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 Sebastian Powell at info@bolderclimbing.com. In the subject of the email please put your name followed by – Application for B2 Front Desk and Floor Supervisor Staff. Please include in your resume a list of relevant certifications.