



CLIMB IOWA – EAST VILLAGE

Job Title: Front Desk Supervisor

Hours: Vary | Some weekend and weeknight availability required.

Reports To: Gym Managers and General Manager

Compensation: Depends on Experience

FRONT DESK SUPERVISOR

Front Desk Supervisors at Climb Iowa are responsible for directing and managing staff during daily shifts. Supervisors support staff by providing leadership, knowledge, and training with the support of the Gym Managers. Front Desk Supervisors act as the primary communication between customers, staff, and management. The ideal employee will embody the Climb Iowa Purpose statement: **offer exceptional experiences by letting our passions motivate our actions.** The Front Desk Supervisor will be the on-duty manager for the gym, being able to perform all tasks expected of Front Desk Instructors. Climb Iowa offers Front Desk Supervisors the opportunity to grow and develop leadership and supervisory skills while in this role. The following list of duties is not exhaustive.

ESSENTIAL RESPONSIBILITIES & DUTIES

SUPERVISING DUTIES

- Serve as manager on duty that opens and closes Climb Iowa.
- Be a resource and keep Front Desk Instructors current on all happenings at both Climb Iowa locations.
- Model and teach best practices for customer service, tasks, procedures, and job knowledge to Front Desk Instructors.
- Be a positive role model for all Climb Iowa staff.

- Delegate tasks to Front Desk Instructors during shifts.
- Perform and execute Climb Iowa Training Curriculum to new Front Desk Instructors.
- Prepare nightly bank deposits.
- Respond to Climb Iowa's general emails.
- Be a staff liaison. Communicate to Gym Managers questions and concerns from part time staff and customers.
- Participate in meetings with Gym Managers and Front Desk Instructors.

CUSTOMER SERVICE

- Be the gold standard in customer interactions.
- Be a positive representative of Climb Iowa.
- Manage customer issues that escalate beyond part time employees comfort level.
- Offer exceptional experiences by providing a positive, interactive experience for all customers.
- Greet each customer in a friendly manner.
- Provide a positive, interactive experience for all customers.
- Answer phone with a smile.
- Monitor all forms (q-forms, visitor agreements, membership forms, etc.) so they are filled out correctly and legibly.
- Take initiative to get answers to questions you don't know.
- Promote Climb Iowa memberships, classes, events, gear, etc.
- Give new customers a tour of the facility as needed.
- Be quick to converse with a customer walking in the door.
- Ask clear, inquisitive questions to provide the best customer interaction.

FACILITY INSTRUCTION & FLOOR MONITORING

- Engages with customers, providing assistance with climbing, orientation, and facility offerings.
- During orientations, speak in a clear voice so all customers can understand.
- Be interactive while watching the floor. Converse with all customers, both members and new customers.
- Possess the ability to address a large group of customers.

CLEANING & FACILITY MAINTENANCE

- Maintain a clean and presentable facility for members and guests.
- Perform regular checks on gym, lobby, and bathrooms to assess cleanliness. Remedy any and all items in need of attention as they arise.
- Work in combination with other staff and cleaning team to perform cleaning duties during opening, daytime/nighttime hours, and closing.
- Follow task lists throughout shift to maintain a clean and presentable facility.
- Handle all other tasks assigned by Gym Managers.

COMMUNITY & STAFF RELATIONS

It is important to maintain a positive and engaged mindset towards Climb Iowa and our climbing community. Front Desk Supervisors are the main point of interaction with our community. Front Desk Supervisors are a representation of Climb Iowa to our community and must conduct themselves accordingly.

AVAILABILITY

Scheduling and availability will vary and will be assessed as facility and programming needs change. **Some weekend and weeknight availability required.**

The following are the required options for this position's schedule/availability:

- **Option #1** (30 hours per week guaranteed) | Monday – Friday (before 4:30pm)
 - Weekend (Saturday OR Sunday)
- **Option #2** (30 hours per week guaranteed) | Monday – Friday (after 4:30pm)
 - Weekend (Saturday OR Sunday)
- **Option #3** (30 hours per week guaranteed) | Available 3 of 5 weekdays (morning AND night)
 - Weekend (Saturday OR Sunday)
- **Option #4** (5 hours per week guaranteed) | Monday, Wednesday, and Friday (after 5pm)

- Weekend (Saturday OR Sunday)
- **Option #5** (5 hours per week guaranteed) | Tuesday, Thursday, and Friday (after 5pm)
 - Weekend (Saturday OR Sunday)
- **Option #6** (5 hours per week guaranteed) | Saturday AND Sunday

All availabilities and time-off requests will need submitted 2-weeks in advance to adhere to and work with our scheduling needs.

JOB REQUIREMENTS

- Enthusiastic attitude towards climbing and our community.
- Flexible schedule; availability during evenings and weekends.
- Exceptional communication skills, both written and verbal.
- Good organizational skills.
- Previous customer experience required.
- Effective communication skills.
- Ability to adhere to all rules and policies Climb Iowa has implemented.

JOB BENEFITS

- A positive work community and environment to foster and grow love of climbing and its community.
- Free membership for all employees and spouses.
- Gear, merchandise, and food discounts in-store and from all our vendors.
- Free Staff Pass each month.

HIRING PROCESS

Please fill out an *East Village Application* on our website, with the job title selected as *Front Desk Supervisor*. All questions regarding the position can be sent to eastvillage@climbiowa.com. Following application submission, we will reach out to suitable candidates with interview opportunities.