



CLIMB IOWA - GRIMES

Job Title: Front Desk Instructor

Hours: Vary | Some weekend availability required

Reports To: Front Desk Supervisor, Gym Managers, General Manager

Compensation: Depends on Experience

FRONT DESK INSTRUCTOR

Front Desk Instructors at Climb Iowa are the first impression to our customers. Individuals who are positive, curious, inquisitive and upbeat will excel at this position. The ideal employee will embody the Climb Iowa Purpose statement: **offer exceptional experiences by letting our passions motivate our actions.** Specifically, staff will do this by interacting positively with new customers and selling them on the benefits of all things climbing and Climb Iowa. This is a part-time position that reports to the supervisor/manager on duty. The following list of duties is not exhaustive.

CLIMB IOWA DUTIES AND RESPONSIBILITIES

- Follow all employee and gym rules while you are in the facility, whether working or not.
- Be a Climb Iowa ambassador outside the facility.
- While on the climbing floor, whether working or not, address or report any rules violations, including belay techniques.

ESSENTIAL DUTIES

CUSTOMER SERVICE, SALES, CASHIERING, & MEMBERSHIPS

- 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.
- Monitor the floor by checking the following: harnesses, knots, belay skills, rule violations, etc.
- 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.
- Be willing and able to lead or assist a rescue when the need arises.

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 Front Desk Supervisor/Manager.

GROUP & PROGRAMMING DUTIES

- Run a variety of offerings/programs such as: Climb Iowa Group Belay, Climb Iowa Birthday Party, Climb Iowa Merit Badge, Climb Iowa Guided Experience, etc.
- Offer utmost customer service and experience to all customers in our groups and programming offerings.
- Offer exceptional experiences by learning each climber's name and encouraging climbers on and off the wall.
- Speak clearly of rules, recommendations, advice, warnings, etc.
- Perform all necessary double checks while belaying.
- Properly set up and clean the party room with the greatest attention to detail.

COMMUNITY & STAFF RELATIONS

It is important to maintain a positive and engaged mindset towards Climb Iowa and our climbing community. Front Desk Instructors are the main point of interaction with our community. Front Desk Instructors 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 availability required.**

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.
- Previous customer experience preferred.
- 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 a *Grimes Application* on our website, with the job title selected as *Front Desk Instructor*. All questions regarding the position can be sent to grimes@climbiowa.com. Following application submission, we will reach out to suitable candidates with interview opportunities.