

# **Gym Director**

## **East Village**

### **Job Summary:**

The Gym Director of Climb Iowa's East Village location oversees day-to-day operations of the climbing gym. This includes staffing, training, instruction, risk management, gym cleanliness, and most importantly, customer experience. They are responsible for hiring, training, scheduling, and motivating the East Village team.

The Gym Director works closely with the Director of Operations to ensure Climb Iowa's core values are upheld daily. The Gym Director is a companywide leader of the Climb Iowa brand and is the ultimate resource for the East Village location.

Most importantly, this role works to provide a fantastic experience for all customers that visit Climb Iowa.

### **This position reports to the Director of Operations**

### **Specific Duties and Responsibilities:**

- Manage day-to-day operations including staffing, scheduling, and facility maintenance
- Develop, mentor, review, and train staff
- Develop, teach, and train staff on all instruction offerings
- Build relationships with members and guests
- Manage social media accounts
- Identify and collaborate with management team to pursue additional revenue/community driven opportunities
- Be the absolute resource for all staff
- Work with the Grimes Gym Director to ensure consistency between employees and locations
- Oversee risk management
- Manage Rock Gym Pro
- Resolve membership questions

- Maintain 24-hour business day response time on email and in-person follow-up
- Make sure all employees are following protocol in all aspects of their job
- Serve as manager on duty that opens and closes gym
- Be the gold standard in customer interactions
- Be a positive representative of Climb Iowa
- Be a staff liaison. Communicate to Management Team questions and concerns from staff
- Additional duties as needed

**Qualifications:**

- Exceptional communication skills, both written and verbal
- Good organizational skills
- Friendly demeanor
- Good knowledge of Microsoft Office products
- Good working knowledge of a climbing facility
- Minimum 2 - years customer service experience
- Ability to multi-task, delegate effectively, resolve conflict and accept feedback
- Flexible scheduling based on business operations and events, including nights and weekends

**Compensation/Benefits:**

- Full Time, Salaried position
- Compensation based on experience
- Health, Dental and Eye coverage available
- PTO
- Gear deals
- Free membership for you and significant other

Submit resume and cover letter to [aaron@climbiowa.com](mailto:aaron@climbiowa.com)