



## **CLIMB IOWA – GRIMES**

**Job Title:** Gym Manager

**Reports To:** Director of Operations, General Manager

### **Description**

Climb Iowa Gym Managers oversee the day-to-day operations of the climbing gyms. This includes staffing, training, instruction, risk management, cleanliness, and most importantly, customer experience. They are responsible for hiring, training, scheduling, and motivating the Grimes team.

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

This role works to provide a fantastic experience for all customers that visit Climb Iowa.

### **Duties and Responsibilities**

- Manage day-to-day operations including staffing, scheduling, and facility maintenance.
- Develop, mentor, review, and train staff.
- Build relationships and communicate effectively with members and guests.
- Collaborate with the Management Team to ensure consistency between employees and locations.
- Be a positive representative of Climb Iowa.
- Respond to emergencies such as staff illness, weather closures, etc.
- Be present at Grimes events, competitions, etc.
- Assist in planning events as needed.

### **Availability/Hours**

This is a full time, salaried position. The Gym Manager is expected to work 38+ hours per week that coincides with our operating hours. This includes a variety of mornings, evenings, and weekends to get the best picture of what happens on any given day.

## **Qualifications**

- Excellent communication skills, both written and verbal.
- Enthusiastic attitude towards climbing and our community.
- Ability to act with tact and diplomacy to a varied audience.
- Ability to multi-task, delegate effectively, resolve conflict, and accept feedback.
- Strong relationship building skills with customers, co-workers, and strategic partners.
- Detail-orientated organizational skills.
- Computer literacy in Microsoft products, internet, and email.
- Rock Gym Pro experience preferred.
- Previous customer experience required. (Climbing gym experience preferred)
- Ability to adhere to all rules and policies of Climb Iowa.
- Ability to lift 50 pounds.

## **Benefits/Compensation**

- A positive work community and environment to foster and grow love of climbing and its community.
- Compensation based on experience.
- Annual bonus based on personal and gym performance.
- Free membership for employee and one additional person.
- Comprehensive Health, Dental and Eye insurance options.
- Paid Time Off
- Continued education and professional development opportunities.
- Gear, merchandise, and food discounts in-store and from all our vendors.

## **HIRING PROCESS**

Please send resume and cover letter to [Amanda@climbiowa.com](mailto:Amanda@climbiowa.com) and [Aaron@climbiowa.com](mailto:Aaron@climbiowa.com)