



## **Blue Swan Boulders**

### **Part-time Gym Operations Team Member Job Description**

#### Job Summary

Blue Swan Boulders by Moments Climbing is looking for experienced, fun-loving, passionate team members to contribute and add value in a dynamic, team-oriented environment. The Gym Operations position is a customer-focused part-time position that is responsible for working alongside the leadership team to ensure that all aspects of the guest, member, and team member experience are welcoming, memorable, valuable, and safety focused. The part-time Gym Operations position starts at \$12/hour.

Regardless of the position, Moments Climbing expects teamwork, flexibility, and cross-training from all team members. All team members are responsible for daily support in customer service, retail sales, risk management, coaching, instruction, group facilitation, cleaning/disinfecting and maintenance, front desk operations, special events, and/or administrative duties where experience/proficiency is demonstrated.

Blue Swan Boulders is led by Orlando-based climbers whose mission is to build upon and help grow an already developed community of climbers in the Orlando area through high-quality facilities, services, and programming. Part-time Gym Operations

#### Responsibilities

- Develop and maintain knowledge of all Moments Climbing programs, community events, membership offerings and retail products
- Provide world class customer service and manage positive customer relationships and interactions. Consistently goes the extra mile.
- Manage front desk operations and have a working knowledge of the member management software (Rock Gym Pro)
- Responsible for all duties required to maintain the cleanliness and presentation of the facility, manage retail space, regular cleaning/disinfecting of the facility, and other operational duties
- Manage risk in the facility including risk mitigation, customer education, and identifying and deescalating unsafe situations
- Teach instructional climbing classes once completed with appropriate training
- Project a positive, constructive attitude, embrace change and present solutions to pain points that will enable the success of your team or deliver increased community value
- Oversee proper completion of waiver and membership agreements
- Manage the POS system. This includes handling cash/credit transactions with accuracy and speed.
- Ensure that rental gear is properly returned, cleaned, and organized

- Ensures that all guests have watched the bouldering orientation video and orientation walkthroughs
- Proactively clean, organize, and refine gym storage, staff, and communal areas
- Perform other operational tasks as they arise

## Requirements

- Excellent communication skills, excellent customer service skills
- Self-motivated, hard worker, can multi-task in a busy environment
- Regular weekend and evening availability. Having flexible availability is a big plus.
- 1-2 years' experience in the hospitality industry
- Knowledge/experience in the rock climbing,
- Preferences will be given to those who have experience in the following areas:
  - working in the rock climbing, fitness, and/or entertainment industries
  - teaching, coaching, instruction, guiding, and group facilitation
  - community outreach, marketing, social media
  - retail sales, merchandising, and management
  - youth recreational programming, youth program development
  - routesetting, USAC competitions, USAC certifications

## To Be Considered

Please submit an application, resume, cover letter, and at least 2 references to [berta@momentsclimbing.com](mailto:berta@momentsclimbing.com).

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