



Front Desk Job Description

Summary

Performs front desk duties including managing daily desk and gym operations, membership management, customer service, sales and daily cleaning duties. Performs floor/safety monitoring duties ensuring adherence to set safety standards.

Front Desk Duties

- Checks in members, ensures active memberships, files/scans appropriate membership paperwork, updates customer information and ensures membership procedures are followed;
- Answers phone, takes messages, obtains price quotes and answers basic climbing and facility questions;
- Communicates campaign/ sales promotions to members;
- Performs sales work, such as assisting customers with merchandise, promoting memberships and negotiating membership rates;
- Completes sales transactions including opening and closing cash registers. Performing tasks such as counting money, exchanging merchandise and accepting returns and balancing cash drawers;
- Fulfills daily cleaning duties such as laundry, sweeping, vacuuming, mopping, and general cleaning of facilities;
- Performs scheduled walk-throughs, noting areas of concerns or issues on I-pad;
- Delivers some climbing training instruction when necessary such as instruction of private lessons.

Floor/ Safety Monitor Duties

- Walks roped climbing area looking for appropriate certification tags on all climbers/belayers;
- When making 'safety laps' through roped climbing area, remains on concrete as much as possible, and avoids walking on mats to avoid interfering with climbers, unless addressing an area of concern;
- Looks for safe TR belay/ lead belay/ lead climbing techniques. Addresses areas of concern in a friendly, non-confrontational manner;
- Ensures you check in regularly with Front Desk staff;
- Addresses any unsafe behavior observed; loose kids running in unsafe fall zones, guests sitting on mats, gear/personal items on mats and not in cubby space, running, or other behavior inappropriate for the climbing gym;
- Performs lead/belay tests in accordance with set guidelines as needed by the Front Desk.

Requirements

- Minimum of one year customer service and/or sales experience;
- Minimum of one year climbing gym experience both top-rope and lead belay;
- Friendly, approachable and service-oriented;
- Solid knowledge of the use, care and operation of climbing merchandise;
- Cash handling experience;
- Ability to work nights and weekends;
- A superior level of member service and conflict resolution skills;
- Strong verbal communication skills;
- Strong organizational skills;
- CWI certified required;
- First Aid/CPR Certified required;
- Utah Alcohol Certification required.

Job Hazards

This position is exposed to airborne chalk, dust and cleaning supplies. And may be exposed to objects falling from great heights when safety monitoring or belay testing. Other hazards falling while providing instruction or demonstration and trips and falls caused by obstacles on the ground such as ropes and climbing gear and slippery surfaces after they have been cleaned.