



Job Title: Front Desk

Reports To: Front Desk Manager

Revised Date: 01/02/2020

FLSA: Non-Exempt

Summary

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

Front Desk Duties

- Welcomes guests & members and ensures proper check-in's;
- 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 prices 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;
- Additional duties as assigned.

Floor Monitor Duties

- Walks roped climbing area looking for appropriate certification tags on all climbers/belayers;
- When making 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 proper 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

- Friendly, approachable and service-oriented;
- Strong verbal communication skills;
- Strong organizational skills;
- Customer service and/or sales experience preferred;
- Ability to work nights and weekends;
- Climbing gym experience a bonus as well as Rock Gym Pro experience;
- Passion for climbing and ability to learn use & care of climbing merchandise;
- Cash handling experience preferred;
- A superior level of member service and conflict resolution skills;

- Must be proactive, a team player with a sense of humor, and someone who is adaptable and comfortable with change, ambiguity, and working independently;
- CWI certified required;
- First Aid/CPR Certified required upon hire;
- Utah Alcohol Certification required upon hire;
- Proficient in MS Office including Excel & Outlook.
- Be able to collaborate and innovate as a means to create exceptional value for our members, our company, and ourselves.

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.

The Front Climbing Club is an Equal Opportunity Employer. All qualified applicants will receive consideration for employment without regard to race, color, religion, sex, pregnancy, sexual orientation, gender identity, national origin, age, protected veteran status, or disability status.