



FRONT DESK MANAGER JOB DESCRIPTION

Summary

Manage gym operations and front desk staff to ensure a high level of customer service and membership retention. Ensure a positive environment throughout the entire facility. This includes managing music, cleanliness, temperature, organization, staff check-in procedures and membership changes & sign-ups.

Primary and Essential Functions

- Serve as an example of excellent customer service and correct poor customer service issues;
- Handle escalated complaints and incidents, particularly those that require management discretion;
- Perform and submit daily reports to management and applicable parties;
- Oversee staff, provide direction and feedback to the CEO on employee performance and conducts performance evaluations and disciplinary action;
- Create and manage weekly schedule, fix timecards, & ensure proper coverage of the Front Desk each shift;
- Perform new hire orientations and ongoing training to employees;
- Assist with the recruitment process; participates in interviews and hiring decisions;
- Enforce policies and procedures;
- Direct the completion of sales transactions including opening and closing cash registers, exchanging merchandise, accepting returns, & balancing cash drawers;
- Ensure front desk walk throughs are occurring on a regular basis and that task lists are complete;
- Monitor and identify maintenance, safety, and cleaning issues and ensures resolution;
- Perform all standard front desk duties including managing daily desk operations, membership management, customer service and sales and daily cleaning duties;
- Perform floor monitor duties when needed;
- Manage and collaborate with Marketing & Events to promote attendance and/or participation and ensure a stellar membership experience;
- Address 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;
- Manage Front Desk Staff's KPI's and track staff metrics to ensure goals are being met;
- Monitor and document individual and team staff performance;
- Manage The Front's career development program, The Dot System;
- Meet regularly with the CEO & COO to provide updates and results on various deliverables and presents possible gym improvement and opportunities;
- Ensure operational consistency across all gyms in collaboration with other managers and confirm best practices are implemented and followed with in the facility;
- Additional duties as assigned.

Requirements

- Bachelor's degree preferred; work experience can substitute for the degree;
- Minimum of two years customer service or hospitality experience;
- Proven experience of managing a team successfully;

- Friendly, approachable and service-oriented;
- Expert in Rock Gym Pro software;
- Ability to work nights and weekends;
- Strong planning and organizational skills;
- Demonstrated leadership and management skills;
- A superior level of member service and conflict resolution skills;
- Cash handling experience;
- Must be proactive, a team player with a sense of humor, and someone who is adaptable and comfortable with change, ambiguity, and working independently;
- Excellent project management skills;
- Well-developed time management skills with the ability to manage multiple priorities;
- A superior level of members service and conflict resolution skills;
- Excellent verbal and written communication skills;
- Ability to exercise discretion and independent judgment;
- CWI certification required;
- First Aid/CPR certification 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. Other hazards include 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.