

# Iron City Boulders

## Part-time Climbing Coach & Gym Operations Team Member Job Description

### Job Summary

Iron City 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 Climbing Coach and 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.

We are seeking highly-engaged individuals committed to further the Iron City Boulders vision to develop well-rounded youth climbers, willing to take on challenges, act with integrity, contribute to a flourishing climbing community, and to be positively engaged. ICB Coaches are responsible for developing curriculum for youth athletes to reflect this vision and will be expected to adapt your practices as the need arises.

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.

### 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.
- Produce fun, positive environment for athletes to learn and feel safe in
- Monitor progress of athletes and hold athletes accountable for their goals
- Coach, develop, encourage and inspire climbers toward climbing skill development and progression
- Build and maintain a good, healthy relationship with parents and athletes
- Report to and regularly communicate with Head Coach
- Actively brainstorm on ways to improve the program and curriculum
- 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**

- Must be 18 years old or older
- Demonstrate leadership, organizational, and planning skills
- Demonstrate skill in team development and motivation
- Ability to promote a positive and professional rock climbing experience
- Self-motivated, organized, can multi-task in a busy environment
- Excellent communication and excellent customer service skills
- Regular weekend and evening availability. Having flexible availability is a big plus.
- 1-2 years' experience teaching/coaching in the rock climbing, fitness, and/or gymnastics fields
- Preferences will be given to those who have experience in the following areas:
  - Coaching a rock climbing team (youth or adult)
  - teaching, coaching, instruction, guiding, and group facilitation
  - routesetting, USAC competitions, USAC certifications

### **Compensation**

The Climbing Coach/Gym Operations position starts at \$15/hour and will be scheduled an average of 5-15 hours a week. Part-time non-exempt position. Employment includes a gym membership and additional benefits.

### **To Be Considered**

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

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