

# RIVETER

Riveter Climbing Gym Crew // 2023 Part-Time Position

## **Position Description**

Riveter is looking for an enthusiastic, tech-savvy, and passionate Climbing Gym Crew to fulfill the daily needs of our most front-facing zone during the busy peak seasons. The ideal candidate will be self-motivated, adaptive, and eager to work on a team. Climbing Gym Crew share a passion for climbing and customer service. This position has the opportunity to become permanent and full-time.

## **Climbing Gym Crew Responsibilities**

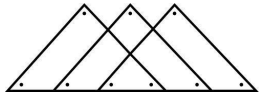
- Act as a welcoming first point of contact at the front desk for Riveter information, check-in, services, retail, and outfitting;
- Engage with Riveter guests and members to establish needs and provide solutions;
- Correctly utilize the front desk Rock Gym Pro software regarding check-ins, waiver imports, member changes, guest requests, rentals, and merchandise sales;
- Fulfill assigned shifts as scheduled, working closely with other crew to cover front desk and climbing gym floor duties;
- Ensure daily tasks are completed at their highest quality in the front desk zone and climbing gym zone;
- Monitor facility climbing gear and rental gear quality;
- Maintain facility climbing gear and rental gear inventory;
- Conduct regular safety checks, hazard identifications, and communicate to staff and guests;
- Provide belay test-outs according to Riveter policies and standards;
- Reports to the Assistant General Manager.

## **Riveter Crew General Responsibilities**

- Foster a safe, inspiring, and welcoming culture for Riveter staff and guests;
- Work to maintain a clean, organized, and inviting space;
- Follow protocols regarding accident reports, inspections, safety, opening/closing compliance, risk/crisis management, accessibility, safe zones, special events, etc;
- Utilize WhenIWork for all scheduling needs, communications around availability, etc.;
- Utilize Basecamp for all Riveter announcements, communications, zone updates, and shift expectations assigned;
- Work closely with Riveter Crew to execute special events and competitions;
- Set the standard for amazing customer experiences;
- Represent the Riveter brand with integrity and professionalism.

## **Pay Rate**

Dependent on experience.



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## **Qualifications**

- High school diploma required, Associate's Degree preferred;
- Experience in customer facing jobs required;
- Experience working with a complex POS system required; familiarity with Rock Gym Pro preferred;
- Experience in an outdoor recreation facility preferred;
- CPR, First-Aid and/or Wilderness First Aid Certifications preferred;
- Eagerness to learn and follow protocols and SOPs;
- Willingness to work days, late nights, long days, most holidays, and weekends;
- Positive attitude and ability to work as part of a team;
- Technical proficiency with a keen eye for detail.

## **Physical Demands**

- Stands +/- sits for long periods of time;
- Frequently bends, moves, transports, or lifts up to 25 pounds;
- Uses repetitive motions;
- Can work in both hot and cold temperatures.

Riveter is an Equal Employment Opportunity employer.