

# Duties & Responsibilities

## Team Coach Responsibilities

- Team greeting and check-in
- Maintain excellent customer service
- Maintain company policies and procedures
- Floor supervision and safety of team members
- Team Facilitation
  - Teach belaying, knot tying and climbing techniques
  - Coach a range of beginner to advanced youth
  - Support youth development, team building, and individual goals
  - Controlled transitions between activities
- Program Sales
  - Climb team, individual coaching, and next steps, such as advanced teams
  - Youth climbing equipment
  - Week-long summer camps and winter and spring break day camps
  - Birthday Party groups
- Maintaining facility cleanliness after team practices

## Counter Duties & Responsibilities

- Provide exceptional customer service to members and guests
- Prioritize facility presentation by maintaining a clean and organized environment in all areas of the facility throughout each shift.
- Greet customers, check them in, and operate a computerized point-of-sale (POS) system
- Maintain a thorough knowledge of current programs and products
- Communicate clearly with customers, especially during Climber Orientations and Qualifications
- Responsible for Risk Management, Safety and Floor Supervision

- Schedule, book and facilitate lessons, clinics, group events, and other programs
- Work with schools, birthday parties and other groups when scheduled
- Potential to work as a rock climbing instructor and/or youth team coach based on facility needs

## Experience and Qualifications

- Minimum 2 year climbing experience required
- Experience teaching climbing skills preferred
- Minimum 1 year employment or volunteer experience with school-aged youth required
- Customer service and sales experience preferred
- Strong interpersonal skills and the ability to work with both children and adults
- First Aid training preferred
- Friendly, outgoing, and enthusiastic while maintaining the ability to follow and enforce safety rules
- Display good judgment

## Expectations

- Minimum of 3 shifts per week
- Evening and weekend availability required
- Must be dependable and punctual

## Benefits and Compensation

- Pay starting at \$10 and up. Increase will be determined by level of experience and qualifications
- Free membership to all Vertical Endeavors' locations
- Substantial gear discounts and employee pro deals