

Title: FRONT DESK

Employment Type: PART-TIME

Salary: DOE

Application Contact: collin@edgeworkscimbing.com



Job Description:

At Edgeworks we value our customers; we work hard to earn our reputation as a professional and friendly indoor climbing facility. We aim to be the hub of rock climbers living in the Greater Tacoma area and actively work to provide an exciting indoor climbing facility and community for climbers of all ages and abilities. We are focused on education and growth for both our customers and our staff. We are seeking an individual to join our team who has great people skills and is interested in working as part of a team to fulfill our mission of community, quality and innovation!

General Summary: Provide service and information to current and prospective members. Control access to climbing facility. Sell Memberships, programs, classes and other available products to customers.

Principal Responsibilities:

CUSTOMER SERVICE: Provide prompt and courteous service to members and guests of the facility – in person and on the phone! Establish and maintain positive relationships with members, providing motivational support and guidance. Respond to customer questions about products and services.

RETAIL & MEMBERSHIP SALES: Stay up to date with company's products and services. Use knowledge to guide customers toward appropriate products and services. Maintain retail displays. Actively work to sell memberships to guests.

ADMINISTRATIVE WORK: Provide general office support and cleaning. Close and open the facility.

SAFETY: Provide thorough rules and safety orientations. Enforce safety rules and policies. Administer belay and lead tests and conduct safety checks. Respond to safety and emergency situations. Maintain current CPR & First Aid certification.

CULTURE AND COMMUNITY: At the front desk you are the face of Edgeworks and must actively work to maintain a welcoming and exciting culture and community at Edgeworks Climbing.

Core Skills and Experience:

- **A people person** - As a customer centric company we want employees to wear big smiles and be confident carrying a conversation. You have the ability to listen and engage others and can effectively integrate with the culture.
- **Professionalism** - We ask that all employees maintain a professional appearance and presence. I know we are climbers but we don't have to look like we just got off a week long climbing trip!
- **Detail-oriented and reliable** - Nothing gets past you -- and in a flood of customers you remain calm, organized and unflappable. You are aware of the details of maintaining a clean and professional facility and are attentive to climber's needs and safety.
- **High achiever** - You're not the type who's interested in completing a project just to get it done - you seek ways to complete tasks at the optimal intersection of quality and efficiency that satisfy key parameters. You look for potential problems/conflicts rather than waiting for them to show up at your door.
- **Good Communicator and Team Member** - You're very responsive and are happy to listen to and communicate with people – both customers and staff. You can effectively communicate with clarity and positive tone — both orally and written. Further, you are the type of person that pulls your own weight and still seeks ways to help your partner.
- **Flexible and Adaptable** - The climbing industry is a young and fast growing industry which results in constant changes to stay up with the latest trends and safety standards. We value employees who can learn and adapt to new procedures and policies at a moment's notice. Further, like any business that is customer focused, things rarely go as planned and employees need the ability to roll with the punches and come up with solutions.

Employment Status, Compensation and Benefits:

- Part-Time (Hours may include working events, weekends, projects and/or working before/after regular hours)
- Hourly
- Edgeworks Membership and Discounts
- Industry Benefits/Perks including ProDeals and training opportunities

Application:

Submit Cover Letter and Resume to:
Collin Jenkins
Assistant Manager
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