

# CAREER OPPORTUNITY ANNOUNCEMENT

## ASSISTANT DIRECTOR, OPS

### COLUMBIA, MD



El Cap is one of the largest operators of indoor climbing facilities with 11 gyms in 5 states under the brand names of either Earth Treks or Planet Granite. We're expanding and looking for motivated individuals interested in growing with our company. When our staff aren't outside adventuring or training in the gym, they are sharing their passion for climbing with our amazing members. Presently, we can be found in greater Washington D.C., San Francisco, Denver, Baltimore and Portland.

### JOB SUMMARY

Earth Treks Columbia is seeking an Assistant Director of Front Desk Operations (AD Ops). In partnership with the Director and the co-Assistant Directors, the Assistant Climbing Center Director is responsible for managing a climbing center team and ensuring that the service delivered at their climbing center is consistent with the company's mission and core values of Innovation, Partnership, Passion, Integrity and Inclusion. This role has a specific focus on staff training and front-line customer service operations.

### JOB RESPONSIBILITIES

- Assist the Director and co-Assistant Directors with the management of all gym operations and administrative duties including but not limited to:
  - Hiring, training, and scheduling of all staff
  - Management and mentorship of staff
  - Overseeing the delivery of excellent front line customer service
  - Financial reporting, deposits and payroll tasks
  - Resolving membership questions
  - Additional duties as assigned
- Serve as a shift supervisor for the climbing center as part of a rotating management schedule.

### JOB REQUIREMENTS

- Incredible customer service skills, attention to detail and strong organizational skills
- Extensive RGP experience
- Strong leadership skills and the ability to effectively communicate team goals
- Role model in current position and in excellent standing with current management staff
- Experience in retail, instruction, and operations are a must
- Ability to build and lead a high-performing team
- Vision for what needs to be done (self-directed)

## **ADDITIONAL INFORMATION**

This is a full-time, salaried position that will include health, 401k and vacation benefits.

El Cap is an Equal Opportunity Employer encouraging diversity in the workplace. All qualified applicants will receive consideration for employment without regard to race, national origin, gender, age, religion, disability, sexual orientation, veteran status or marital status.

## **TO BE CONSIDERED**

Please email a resume, cover letter and application by November 26 to:

**Matt Elletson**

**GYM DIRECTOR, COLUMBIA**

[matt@earthtreksclimbing.com](mailto:matt@earthtreksclimbing.com)

**AND**

**Triny Papavasiliou**

**VP CLIMBING CENTER OPERATIONS, EAST**

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