

# CAREER OPPORTUNITY ANNOUNCEMENT

## SR VP GYM OPERATIONS



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 teams aren't outside adventuring or training in the gym, they are sharing their passion for climbing, yoga & fitness with our amazing members. Presently, we can be found in greater Washington D.C., San Francisco, Denver, Baltimore and Portland.

### JOB SUMMARY

The Sr Vice President of Gym Operations is primarily responsible for driving revenue, member creation and retention, developing and leading a high-performing team, operational excellence and the overall customer experience. This role is key to ensuring a stellar customer and team member experience, creating a positive culture that aligns with the company goals, mission, and core values and establishes El Cap as a leader in the industry.

The Sr VP of Gym Operations will be an integral part of creating the foundation on which to grow the company through integration of our brands, developing and mentoring future leaders, and working with the El Cap Leadership team as a conduit for insight into facility performance and operations. The Sr VP of Gym Operations will report to the COO.

The ideal candidate will have at least 10 years of work history in the industry, hands-on experience managing a high traffic facility as well as experience managing multiple gyms; have a depth of excellent customer service and leadership skills, as well as good administrative abilities. Proven success in developing and managing a high performing team in a fast-moving environment, delivering results, and the ability to see the big picture as well as the everyday details are essential to being successful.

### JOB RESPONSIBILITIES

- Drive top line revenue and add to bottom line: accountable for the monthly, quarterly & yearly financial performance of the gyms while driving revenue and managing expenses.
- Participate with the El Cap leadership team to build annual budget and forecast.
- Oversee all Area Directors and Regional Gym VP's to ensure KPI's are met.
- Develop, mentor, train & support a service-oriented, collaborative and passionate team of leaders; create culture carriers who are the future leaders of the company.
- Spearhead integration of all brands to ensure operational consistency and excellence.
- Create & maintain a stellar customer and team member experience for every person walking into a gym; continually improve processes and upgrade our offerings & facilities to exceed industry demands.
- Cultivate positive culture that aligns with our mission and core values.
- Lead by example, connecting with all team members, and maintain regular presence in the gyms.

## **JOB REQUIREMENTS**

- A minimum of 10 years industry experience including at least 5 years managing a large, fast-paced climbing gym and experience running multiple gyms or facilities.
- Expert knowledge of climbing center operations including retail, routes and programming.
- Demonstrated ability to develop and lead a high performing team across multiple regions.
- Expert ability to create a stellar customer experience, bring new ideas to the table and think outside the box.
- Strong ties within the climbing community and the ability to leverage those relationships to build strong communities in the gyms.
- Embodies the mission, vision and values and is able to foster this sense of culture in multiple regions.
- Ability to work independently and juggle competing priorities, while ensuring actions are aligned with company goals.
- Ability to solve problems and handle difficult situations with sound judgment.
- Proficient in organizational tools such as web-based applications, MS Office and POS tools.
- Travel regularly between current and future regions.
- Ability and energy to charge hard and move fast!

## **ADDITIONAL INFORMATION**

This position is a full-time, exempt position with paid time off, health insurance benefits, 401k, as well as other benefits including gym membership!

## **TO BE CONSIDERED**

Please email a resume and cover letter by February 15<sup>th</sup>, 2019.

### **EMAIL TO:**

**jobs@el-cap.com**

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.