

CAREER OPPORTUNITY ANNOUNCEMENT  
**ASSISTANT DIRECTOR, INSTRUCTION**  
SAN FRANCISCO, CA



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**

This role has a specific focus on youth and adult indoor programming. Overall management and mentorship of Team Members during shifts and general operations of the climbing gym is required. The Assistant Director will be a part of the gym's leadership team and will be responsible for ensuring that gym operations run smoothly, creating a great customer experience. This role has a specific focus on youth and adult indoor programming and will also support the mentorship of Team Members. The Assistant Director will serve as a manager for the climbing gym as part of a rotating management schedule shared between the leadership team. As with all managers, they are expected to embody El Cap's mission and core values, leading by example for their staff.

## **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, scheduling, management and mentorship of a cohesive team who collectively embody El Cap's core values (Innovation, Passion, Partnership, Integrity, Inclusion)
  - Overseeing the delivery of excellent instructional, programming, and front-line customer service
  - Coordinate with the Regional Assistant Director (RAD) of Programs and lead training and mentorship of instructional Team Member (from gateway programs, to youth team, and adult programming)
    - This includes teaching or auditing classes to model best practices and support staff development.
    - Collaborating with key players from the gateway programs, youth teams, and adult programming to support and create continuity in the life of a climber and our community.
  - Managing their location's program/class calendar with the goal of expanding class enrollment and accessibility of our programming to our customer base.

- This includes assessing which programs to offer and when to best meet the needs of that facilities community.
- Additional duties as assigned
  - Serve as a manager on duty for the climbing center as part of a rotating management schedule.
  - In partnership with the gym and regional Director teams help build curriculum and programming as well as develop training for instructors with the goal of offering the most progressive climbing instruction in the industry.

## **JOB REQUIREMENTS**

- Incredible customer service skills, attention to detail and extensive experience with instruction
- 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
- Minimum 1 year of supervisory experience at Planet Granite or Earth Treks or equivalent experience elsewhere.
- 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 4/30/19 to:

**Jack Kleman**  
**GYM DIRECTOR, San Francisco**  
[jack@planetgranite.com](mailto:jack@planetgranite.com)

**AND**

**Jesse Schouboe**  
**Regional Assistant Director of Programs, Bay Area**  
[jesse@planetgranite.com](mailto:jesse@planetgranite.com)