

CAREER OPPORTUNITY ANNOUNCEMENT

SUPERVISOR

GOLDEN, CO



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.

POSITION OVERVIEW

In partnership with the Director and Assistant Directors, the Supervisor is a member of the climbing center management team. A Supervisor is the 'point person' for managing the front desk and ensuring that the service delivered is consistent with Earth Treks' mission and core values. This role has a specific focus on customer service and front-line service operations; a Supervisor must have an eye for gym workflow, facility maintenance, and comprehensive staff mentorship. Passion, partnership, integrity, inclusion, and innovation drive Earth Treks and our Supervisors embody these values on and off the clock!

PRIMARY DUTIES & RESPONSIBILITIES

- +Management and mentorship of staff; effectively communicating changes in policy, upcoming events, etc as necessary
- +Facilitating the delivery of excellent front line customer service and serving as a role model to staff in this respect
- +Opening/closing of the facility and financial reporting, as part of a rotating management schedule
- +Promotion of ET/PG products and services including memberships, retail, and courses
- +Ensuring all safety and risk management procedures are upheld by clients and staff
- +Periodic training of staff in front desk operations
- +Managing retail, instruction, and/or operations-related projects and tasks in coordination with the director team, which may include, but is not limited to:
 - Receiving retail shipments/ processing invoices
 - Navigating unforeseen staffing changes
 - Organizing events
 - Engaging community partners
- +Various other tasks as assigned

QUALIFICATIONS

- +Minimum 3 months front desk experience at Earth Treks or Planet Granite (or equivalent experience)
- +Demonstrated excellence in customer service, sales, organizational, and management skills.
- +Demonstrated ability to manage positive relationships and interactions with staff and customers.
- +Solid computer skills (web-based applications, Word, Excel, POS applications).
- +Problem solving skills and ability to think creatively
- +Full-time availability (30+ hours per week), including regular evenings and rotating weekends

ADDITIONAL INFORMATION

Candidates who apply should be in excellent standing with their current director/management team. We aim to fill this role as soon as possible, July 1st availability preferred but later start date is possible.

EI 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.

FOR CONSIDERATION

Please email a resume, cover letter and application by June 17th to the following people:

Maren Olson

DIRECTOR

maren@earthtreksclimbing.com

Keely Kleman

ASSISTANT DIRECTOR

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Alana Spears

ASSISTANT DIRECTOR

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