

VRG Youth Program Coordinator Job Description

Job Title:

Youth Program Coordinator (PT)

General Description:

Valley Rock Gym is looking for an outgoing, organized, and energetic individual with a strong work ethic to join our team as a Part-Time Youth Program Coordinator.

The Youth Program Coordinator is responsible for the development, coordination, and day-to-day oversight of Valley Rock Gym's youth programming, including youth classes, summer and non-school day camps, birthday parties, private instruction, and field trips. This position works closely with the General Manager and management team to ensure our programs are high-quality, well-organized, financially sustainable, and aligned with Valley Rock Gym's mission and values.

The ideal candidate is a strong communicator and collaborative leader who enjoys working with children, families, and staff. They should be comfortable balancing big-picture program development with the details of scheduling, staffing, communication, and day-to-day problem solving.

The Youth Program Coordinator also plays an important role in creating a positive, inclusive, and welcoming climbing environment for climbers of all ages, identities, and abilities and should genuinely have fun while doing it!

Job Responsibilities Include (but are not limited to):

Staff Management:

- Work closely with the General Manager to recruit, hire, onboard, develop, and retain a collaborative and passionate team of youth instructors.
- Provide consistent feedback, support, and routine check-ins to youth program staff.
- Lead seasonal training and professional development sessions for youth instructors.
- Ensure youth instructors understand, uphold, and consistently follow Valley Rock Gym's standards, policies, and procedures related to programming, customer service, cleanliness, safety, and overall program expectations.
- Work with the General Manager to evaluate staffing needs and proactively identify opportunities for staff development and growth.
- Create and maintain youth instructor schedules, ensuring all programs are appropriately staffed.

- Monitor staff availability and program demand to anticipate future staffing needs and support timely hiring.

Programming:

- Oversee the day-to-day coordination and implementation of Valley Rock Gym's youth programs, including classes, camps, birthday parties, private instruction, and field trips.
- Develop and strengthen existing programs while identifying opportunities to expand and diversify Valley Rock Gym's youth programming.
- Work with the General Manager to evaluate program performance, enrollment, staffing, and customer feedback.
- Manage the private instruction program, including matching participants with qualified instructors, coordinating scheduling, and processing payments.
- Ensure programs are consistently delivered in a safe, engaging, and high-quality manner.
- Work with the General Manager to oversee and optimize the weekly program schedule to meet the needs of participants, staff, and the business.

Customer and Family Engagement:

- Serve as a primary point of contact for families and customers regarding youth programs.
- Respond to inquiries about youth programming in person, over the phone, and via email.
- Communicate proactively with families regarding program information, scheduling, expectations, and any questions or concerns.
- Send welcome and program-specific communications to families to help participants feel prepared and supported.
- Build positive, professional relationships with participants and their families.
- Provide consistently friendly, responsive, and high-quality customer service.

Community Leadership

- Build and maintain relationships with schools, community organizations, and other local partners to support youth program enrollment and community engagement.
- Help promote Valley Rock Gym's youth programs and identify opportunities to increase enrollment and retention.
- Represent Valley Rock Gym positively and professionally within the gym and throughout the broader community.
- Lead by example in creating an inclusive, welcoming, and supportive environment for youth, families, staff, and community members.
- Collaborate with the management team to develop goals, evaluate program success, and identify opportunities for continued growth and improvement.

Safety & Risk Management:

- Ensure youth programs are operated in accordance with Valley Rock Gym's safety policies, procedures, and youth programming standards.
- Support and reinforce appropriate staff practices related to participant supervision, climbing safety, facility use, and emergency procedures.
- Address safety concerns or inappropriate behavior promptly and communicate significant concerns to the General Manager.

Work Hours:

Part Time: This is a part-time position with a variable schedule based on program needs. The position will require a combination of administrative hours and time spent actively supporting programs in the gym.

Some evening and weekend availability will be required, particularly during peak youth programming hours, camps, special events, and other seasonal programming.

Compensation, Benefits and Perks:

- \$18-20 /hour DOE
- Paid Time Off (PTO)
- Facility Membership
- Access to pro-deals through our outdoor industry partners

To Apply

Please email your resume, references and cover letter to:

johanna@valleyrockgym.com