

Job Description:
Valley Rock Gym Floor Staff

General Description

The Valley Rock Gym (VRG) is a dynamic and multifaceted gym focused on climbing, community, education, and wellness. Our floor staff wear several hats as customer service representatives, risk management officers, instructors and more. Floor staff are also integral to VRG's mission to create a space where people of all ages, identities and abilities can come to socialize, learn, move, and grow - as climbers and as individuals.

We value friendly, respectful, and capable people with varied backgrounds and skills. Reliability, attention to detail, follow-through, initiative and leadership by example are valued criteria for our staff.

Job Responsibilities

- **Front Desk Services:** Greet and check-in guests; Use electronic membership database; Introduce the gym and basic rules; Interface with guests and address their needs and concerns; Demonstrate professionalism and respect
- **Instruction:** Educate class participants; Lead fun climbing-focused activities; Monitor wall safety practices; Follow procedures for participant check-in/out; Interact with both youth and adults
- **General:** Perform basic maintenance of facility; Monitor gym; Address unsafe or inappropriate behaviors; Demonstrate a commitment to principles of justice, equity, and inclusivity

This position has unique environmental and physical demand requirements.

Applicants should be comfortable working at height and moving up and down a climbing wall safely; walking or standing on uneven surfaces; balancing, kneeling, pulling, pushing, and grasping objects on a regular basis; repeatedly lifting, moving, and carrying up to 50 lbs of weight on a regular basis.

Required Qualifications

- Ability to engage respectfully with guests
- Competence in managing logistics and multiple responsibilities
- Demonstration of strong oral communication skills
- Willingness to receive and give feedback in a constructive manner

- Ability to meet the environmental and physical demands listed
- Commitment to fostering an inclusive community
- Current First Aid & CPR. May obtain within first 3 months of employment
- Applicants should enjoy climbing in any form. Valley Rock Gym is willing to provide climbing instruction and training.

Preferred Qualifications:

- Climbing experience, knowledge and technical expertise
- Experience in customer service
- Experience leading youth programs
- Experience leading climbing or fitness-specific programs

Work Hours:

- Part-time: 9 - 30 hours a week.
- Regular availability is desired.
 - Evening availability required.
 - One weekend per month required.
 - General weekend availability is a plus.

Compensation, Benefits and Perks:

- Hourly Wage starts at \$12.50/hour
- Facility Membership
- Discount on VRG retail shop
- Access to pro-deals through our outdoor industry partners
- Continuing education/financial assistance for work-related learning

Valley Rock Gym is committed to building a team that represents a variety of backgrounds, identities, perspectives, and skills. We recognize that inclusivity strengthens our work and community.

Application Instructions:

To apply, please email your 1) resumé 2) cover letter and 3) references to:

jobs@valleyrockgym.com

Applications will be reviewed in the order received and the position is open until filled.