

CAREER OPPORTUNITY ANNOUNCEMENT

ASST DIRECTOR, OPERATIONS

MULTIPLE LOCATIONS: CALIFORNIA & OREGON



El Cap is one of the largest operators of indoor climbing yoga and fitness 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 team members 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.

We are hiring an Asst Director of Operations for two of our locations:

- We're looking to fill an AD of Ops role for our location in Portland. This is a 30,500 sq ft full-service facility with a team of around 90-100.
- We're looking to fill an AD of Ops role for our location in Sunnyvale. This is a 28,500 sq ft full-service facility with a team of around 90-100.

JOB SUMMARY

In partnership with the Gym Director and the co-Assistant Directors, the Assistant Director of Operations is responsible for managing a team and ensuring that the service delivered at their location is consistent with the company's mission and core values of Innovation, Partnership, Passion, Integrity and Inclusion. This role has a specific focus on staff training and front-line customer service operations.

The ideal candidate will have a balance of great customer service and leadership skills, as well as excellent administrative abilities. Proven success in developing and managing a high performing team in a fast-paced environment and the ability to see the big picture as well as the everyday details are essential to be a successful Assistant Gym Director. We're looking for someone who can be part of a highly collaborative team, but also think and execute independently.

JOB RESPONSIBILITIES

- Assist the Gym Director and co-Assistant Directors with the management of all gym operations and administrative duties including but not limited to:
 - Hiring, training, and scheduling of all team members
 - Management and mentorship of team members
 - Overseeing the delivery of excellent front-line customer service
 - Financial reporting, deposits and payroll tasks
 - Resolving membership questions
 - Additional duties as assigned
- Works on the front desk alongside team members.

JOB REQUIREMENTS

- Embodies the mission, vision and values and is able to foster this sense of culture in all team members.
- Incredible customer service skills, attention to detail and strong organizational skills

- Strong leadership skills and the ability to effectively communicate team goals
- Role model in current position and in excellent standing with current management team members
- Experience in retail, instruction/programming, routes and operations are a must
- Ability to build and lead a high-performing team
- Vision for what needs to be done (self-directed)
- Demonstrated relationships within the climbing community and the ability to leverage those relationships to build a strong community in the gym.
- Ability to work weekends and nights, longer days and events (min. requirements are one night per week and two weekend days per month)
- Ability to build a strong staff community and develop future leaders.
- Ability to work independently and juggle competing priorities.
- 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.

ADDITIONAL INFORMATION

This position is a full-time, exempt position with flexible time-off, health insurance benefits, and 401k.

TO BE CONSIDERED

We will be accepting applications through June 20th, 2019, but will start interviews Wednesday, June 12th. Please email a resume and cover letter including location preferences 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.