

CAREER OPPORTUNITY ANNOUNCEMENT

SUPERVISOR

Planet Granite Sunnyvale



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 ET/PG's 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 ET/PG, and our Supervisors embody these values on and off the clock!

PRIMARY DUTIES & RESPONSIBILITIES

- +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
- +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
- +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 customer relationships and interactions.
- +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 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.

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.

FOR CONSIDERATION

Please email a resume, cover letter and application to:

Evan Pearce

Gym Director

evan@planetgranite.com