



FOR YOUTH DEVELOPMENT®
FOR HEALTHY LIVING
FOR SOCIAL RESPONSIBILITY

THE FAMILY YMCA- JOB DESCRIPTION

Job Title:	Climbing Wall Staff	Schedule:	Varies
Job Type:	PT	Job Code:	08030610
FLSA Status:	Non-Exempt	Rate of Pay:	\$15-\$17
Reports to:	Climbing Wall Program Manager	Revision Date:	Feb 2026

Job Summary:

The person selected for this position will be responsible for the successful daily operations of the YMCA Climbing Wall in the areas of member services, safety, and maintenance. This person is also responsible for continuous high-quality customer service, which includes, but is not limited to: meeting internal/external customer needs; and presenting a positive attitude when interacting with customers, staff, & volunteers.

Key Areas of Responsibility:

- Provide excellent customer service by engaging, listening, asking questions, and providing accurate information to our customers.
- Respond to the customer in a professional and timely manner.
- Obtain a complete understanding of Climbing Wall operations in the areas of safety, policies, procedures, programs, and classes.
- Maintain and uphold all Y safety and cleaning procedures and policies during shift.
- Perform other duties as assigned by direct supervisor or Director.
- Notify route setters and program manager of missing tapes.
- Be familiar with climbing routes and route ratings.
- Thoroughly dust stereo and computer with multi-purpose anti-static cleaner, and thoroughly dust desk, and benches with damp rag at least once per week.
- Straighten up desks, shelves, gear, and cabinets to the appearance of the Climbing Wall area.

Required Knowledge, Skills & Abilities:

- Be Belay Certified or obtain Belay Certification within 2 weeks of Date of Hire.
- Strong Belay skills and knowledge of belay devices and techniques
- Minimum 1 year climbing experience, or equivalent training.
- The ability to demonstrate knowledge and safe climbing and belay techniques.
- Proven sound judgment and excellent problem-solving skills to prevent possible dangers and to handle unforeseen incidents or accidents.
- Excellent oral and written communication skills to interact professionally with the public and staff, and to quickly alert climbers and staff of potential risks and hazards.
- Lifting of objects weighing 45 pounds using proper technique.
- Able to review and engage with documents, both on paper & electronic screen.

THE FAMILY YMCA

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- Answering and conversing with community members on the on the telephone.
- Regularly greets the public and understands customer requests.
- Must pass CPR/AED/1st Aid certification or WFR certification by an approved provider within 3 months from original date of hire and maintain while employed.
- Must pass and maintain child protection training as assigned.
- Able to learn and follow local YMCA and national guidelines related to employment.

Effect on End Result:

To provide regularly rotating new, fun and engaging climbs for The Family YMCA programs, classes, and members. This will be measured by completion of the key areas of responsibility and will be reflected in the continuous improvement of the Climbing Wall.

Our Culture:

Our mission and core values are brought to life by our culture. In the Y, we strive to live our cause of strengthening communities with purpose and intentionality every day. **We are welcoming:** we are open to all. We are a place where you can belong and become. **We are genuine:** we value you and embrace your individuality. **We are hopeful:** we believe in you and your potential to become a catalyst in the world. **We are nurturing:** we support you in your journey to develop your full potential. **We are determined:** above all else, we are on a relentless quest to make our community stronger beginning with you.

Compensation:

Personnel policy governs work conditions and benefits. The first 90 days of employment are considered a trial period at which time performance will be evaluated by the Sports/Adventure director.

Job Description Reviewed & Understood:

I have read my job description and understand my responsibilities. I also understand that the YMCA cannot guarantee my employment and that the YMCA can change wages, benefits and conditions of employment at any time.

Employee Signature: _____ Date: _____