



**FOR YOUTH DEVELOPMENT®  
FOR HEALTHY LIVING  
FOR SOCIAL RESPONSIBILITY**

## THE FAMILY YMCA- JOB DESCRIPTION

Job Title:	<b>Climbing Wall Coordinator</b>	Schedule:	Varies
Job Type:	PT	Job Code:	<b>08030610</b>
FLSA Status:	Non-Exempt	Pay Range:	\$16-\$18 DOH
Reports to:	Director of Communication and Stewardship	Revision Date:	August -23

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### **Job Summary:**

Part time (5-16hrs per week, more during peak seasons); flexible to meet requirements of the position including some evenings; weekend and holiday work may be required.

The person selected for this position will be responsible for the successful daily operations of The Family 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 toward the YMCA, its staff, and its programs.

### **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.
- Regularly and actively seek feedback from staff and climbers on route quality, potential safety issues, and other relevant issues.
- Develop and ensuring Climbing Wall operations in the areas of: safety, policies, procedures, programs, and classes in cooperation with the Director of Communication and Stewardship.
- Creating and ensuring climbing wall schedule, coordinating any subs, making sure the climbing wall is manned during classes and open climb.
- Supervise Climbing Class Instructors, Route Setters, Monitors and Volunteers; coordinate subs; create schedules; updating contact lists of all Climbing Wall staff
- Ensure all Climbing Wall Staff have the appropriate trainings; monitor trainings; route setter trainings; instructor trainings
- Supervise daily Climbing Wall programming; ensure evening Open Climb hours at the Y Climbing Wall
- Create new programming, with special focus on outdoor climbing, birthday parties and specialty climbing camps in cooperation with the Director of Communication and Stewardship.
- Log all volunteer hours reporting to the Director of Communication and Stewardship.
- Coordinate route setting, ensuring budgeted hours are maintained on a weekly basis.
- Perform other duties as assigned by Sports, Youth, and Family Program Director.
- Develop and ensuring all Y cleaning procedures and policies in cooperation with the Director of Communication and Stewardship.
- Uphold inspection standards for all Climbing Wall equipment; maintain inspection and safety documentation, and retire equipment as needed.
- Create rosters and supplying them to the climbing instructors as needed.
- Maintain google drive and hard files for all Climbing Wall paperwork (helmet waivers, registration forms, belay certifications, monitor paperwork)
- Update Google calendar with reservations outside of scheduled hours.

- Collect, sort and record Climbing Wall use and program evaluation data record volunteer hours
- Keeping up-to-date on safety and lesson trends;
- Communicate climbing programming; ensuring information reaches the community.
- Ensure the climbing wall area is properly maintained by climbing wall staff; reporting any equipment/facility problems to the Director of Communication and Stewardship;
- Straighten up anything that improves the appearance of the Climbing Wall area.

#### Required Knowledge, Skills & Abilities:

- Minimum 1 year climbing experience, or equivalent training;
- The ability to demonstrate knowledge and safe climbing skills.
- 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.
- Must be able to lift up to 45 pounds using proper technique.
- Adequate vision to review written documents and computer screens.
- Adequate hearing for answering the telephone, greeting the public and understanding 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.
- Holding AMGA CWI certification or willing to obtain within 6 months.
- Able to learn and follow local YMCA and national guidelines related to employment.
- Climbing wall management experience
- Must be familiar with route setting

#### Physical Requirements:

- must be able to climb a 5.9 rated climb safely using/demonstrating proper technique;
- must be able to belay a top rope climber safely using/demonstrating proper technique;

#### Effect on End Result:

To present a competent and positive image of the YMCA through the professional and safe management of daily operations at the Climbing Wall. This will be measured by completion of the key areas of responsibility and will be reflected in the continuous improvement of the Climbing Wall and Climbing programs.

#### 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: \_\_\_\_\_