



**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:	08910108
FLSA Status:	Non-Exempt	Rate of Pay:	\$11.50-\$13.00
Reports to:	Director of Communications and Stewardship	Revision Date:	June 2018

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 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
- To 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 supervisor or Director.
- Re-tape routes that have damaged or missing tape.
- Climb routes to ensure correct ratings of routes.
- Ensure that the route board has readable printing and routes are listed in correct order.
- 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 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.
- Able to learn and follow local YMCA and national guidelines related to employment.

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: _____