

Calgary Climbing Centre Stronghold
140 15 Ave NW
Calgary, Alberta, T2M 0G6



Employment Position: Facility Manager

Wage: To be negotiated, based on experience
Vacation: 2 weeks (with 30 days written notice)

- the option to withhold and be paid out for time off
- pending approval - dates must not conflict with other managers time off

Full time: minimum 1928 hours - maximum 2128 hours per year (40+ hour work week)
Health care: \$500
Education: \$500
CCC Staff priveledges

Calgary Climbing Centre Facility Manager Role

With guidance from the Director of Facilities, you will...

- Ensure facility is staffed and maintains a clean and professional atmosphere
- Perform ongoing training, staff meetings and update staff as needed
- Ensure facility is properly maintained and stocked (pro-shop, climber and training areas, washrooms/changerooms, party and meeting rooms, offices and desks, etc.)
- Lead CCC staff by setting an example as a knowledgeable desk staff, instructor and routesetter, being a hard worker, dedicated professional and safe climber in your role as a Facility Manager
- Ensure facility meets or exceeds monthly sales goals
- Provide feedback and communicate constantly with the management team to ensure productive and efficient operation and sales
- Engage with and support the recreational, competitive and training focused communities at your respective location

Duties and Responsibilities

- Document and follow-up with customer inquiries and issues
- Daily management of desk staff, instructors, routesetters, belayers and all daily operations
- Recruiting, hiring and training of new staff
 - desk
 - routesetter
 - instructor
 - belayer
 - maintenance
- Address staffing issues in a timely manner
 - Interview and hiring
 - Training and coaching

- correction, warning and dismissal
- Continuously coach current staff to highest standards on the job
- Perform staff meetings monthly, or when directed
- Creating and communicating monthly desk, setting and instruction schedules
- Develop and maintain a positive, functional relationship with all employees
- Booking and scheduling of schools, groups, specialty classes and programs
- Schedule and/or conduct facility maintenance as needed
- Ensure frequent route turnover (3 month max)
- Ensure staff safety by monitoring behaviors with regards to setting systems, cleaning, belay checks, facility walkthroughs and other hazards present on the job
- Membership Billing and group invoicing (monthly)
- Track membership changes
- Calculating bi-weekly payroll
- Ensure all shifts are covered by certified and/or trained staff
- Bi-weekly restocking of vending and cleaning supplies
- Attend and contribute to monthly managers meetings

Daily Operations may include, but are not limited to

- Assisting customers with their needs in person, through email or by phone
- Directing and organizing staff
- Delegating tasks and following up to monitor quality and completion of work
- Regular daily maintenance and cleaning
- Setting, forerunning and tweaking routes and boulder problems
- Restocking cleaning supplies, vending supplies and washroom supplies
- Organizing courses, groups, camps and schools
- Ensure that all ratios for staffing are maintained
 - desk
 - routesetter
 - instructor
 - belayer

Expectations

- Maintain a presence behind the desk during peak times (must work weekly daytime, evening and weekend shifts)
- Be available for additional hours when needed (competition season, festivals, training and meetings)