

Employment Position: Facility Manager

Wage: starting at \$43,000 annually
Vacation: 2 weeks' vacation
Full time: 40+ hour work week
Health care and Education fund
CCC Staff privileges

**Under the guidance of our Directors you will...**

- ⌘ Lead CCC staff by setting an example as a knowledgeable desk staff, climber and instructor, being a hard worker, dedicated professional and safe climber in your role as a Facility Manager
- ⌘ Engage with and support the recreational, competitive and training focused communities at your respective location
- ⌘ 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

Duties and Responsibilities

- ⌘ Continuously coach current staff to highest standards on the job
- ⌘ Hosting training, staff meetings and update staff as needed
- ⌘ Ensure facility is staffed and maintains a clean and professional atmosphere
- ⌘ Ensure facility is properly maintained and stocked (pro-shop, climbing and training areas, washrooms/changerooms, party and meeting rooms, offices and desks, etc.)
- ⌘ Creating and communicating monthly desk, course 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
- ⌘ Work with Head Routesetter to ensure frequent route turnover
- ⌘ Ensure staff safety by monitoring behaviors with regards to setting systems, cleaning, belay checks, facility walkthroughs and other hazards present on the job
- ⌘ Calculating bi-weekly payroll, Membership Billing and group invoicing
- ⌘ Attend and contribute to monthly managers meetings
- ⌘ Daily management of desk staff, instructors, routesetters, belayers and all daily operations

Daily Operations may include, but are not limited to

- ⌘ Directing and organizing staff
- ⌘ Delegating tasks and following up to monitor quality and completion of work
- ⌘ Regular daily maintenance and cleaning
- ⌘ Assisting customers with their needs in person, through email or by phone
- ⌘ Organizing courses, groups, camps and schools
- ⌘ Ensure that all ratios for staffing are maintained

Expectations

- ⌘ Maintain a presence behind the desk during peak times
 - 10 hours/ week scheduled specifically on desk to work with and alongside staff
 - 6 hours/ week on a weekend (unscheduled)
 - 6 hours/ week after 5pm (unscheduled)
- ⌘ Be available for additional hours when needed (competition season, festivals, facility openings, training and meetings)

Climbing, Together