



JOB DESCRIPTION

GYM STAFF

The Gym Staff position at Momentum is multifaceted and complex. This customer-focused position includes the majority of tasks required to run the gym on a day-to-day basis. Gym Staff provide service to our diverse customers and guests.

ESSENTIAL DUTIES, RESPONSIBILITIES & EXPECTATIONS

Facilitating the Customer Experience

Ensure our community is cared for, connected, and valued by:

- Meeting our guests more than halfway in your interactions
- Seeking to make a personal connection with our patrons through conversation
- Greeting individuals on the way in and out of the facility
- Taking phone calls, resolving issues, and being an expert resource
- Giving facility tours and sharing your enthusiasm for climbing
- Educating customers through belay instruction and the Experience Class
- Balancing the demands and needs of multiple customers simultaneously

Professionalism

- Present yourself in a friendly, authentic, and professional way.
- Wear designated staff apparel while working
- Be clean and approachable in your appearance
- Show up on time and pitch in extra when needed
- Take pride in being prompt and professional in all work
- Know our business basics: Phone number, website, address, hours of operation, gym stats and pricing on common services.

Product Knowledge, Advocacy, and Sales

To help climbers challenge themselves and engage with our gym:

- Be knowledgeable about all the services Momentum offers and help customers find the service that best suits them
- Aid customers in all things membership related: Sign-up, Freezes, Cancellations
- Verify that all climbers have purchased access to the facility.
- Operate our gym management software and conduct point of sale transactions
- Keep up to date on gym events and seasonal offerings and recommend to customers when appropriate.

Managing Risk

- Monitor the gym and mitigate unsafe situations before they become a problem
- Ensure customers are following Gym Rules
- Verify every visitor unescorted by Momentum Staff has a current waiver on file
- Administer belay tests
- Educate customers who are using unsafe methods to belay or climb
- Take corrective action when needed to maintain safety standards

Alignment with Core Values

These values guide our actions and decisions:

- We work as one
- We do what we say
- We trust each other
- We focus on our vision
- We care about the details
- We try hard and have fun
- We learn from our mistakes
- We celebrate our successes

Dirty Work & Unpredictable Tasks

Working in a climbing gym is fun and rewarding but not always glamorous. Momentum employees are expected to be flexible and dynamic in their willingness to confront challenges of any kind.

- If it needs fixing and you have the skill and time, consider fixing it.
- If it is dirty and needs cleaning, clean it when you have the time.
- If your help would improve the situation for our customers and your coworkers, help out.
- Engage unexpected tasks with an open mind and a positive attitude.

EXPERIENCE, SKILLS, AND CERTIFICATIONS

- Must have at least 1 year climbing experience
- Must show a strong enthusiasm for climbing
- Experience in the disciplines of bouldering, sport climbing, and traditional climbing preferred.
- Momentum Lead Climbing certification preferred
- Experience in customer service and/or instruction required
- Basic phone and computer skills; familiarity with Microsoft Office and Google Drive products
- Current First Aid & CPR. May obtain within first 3 months of employment

ENVIRONMENT AND PHYSICAL DEMANDS

- Work in a loud and chaotic gym environment every shift
- Move up and down the climbing wall, be comfortable at height, and able to rescue a stranded climber on the wall
- Continuously stand and walk on unstable and uneven surfaces
- Repeatedly lift weights up to 50 lbs on a regular basis
- Instruct and give directions to large groups of people

SHIFTS: The following shifts are available to new staff:

- Monday-Friday: 10am-5pm, 12pm-5pm (seasonal), 4:45pm-10pm/11:30pm
- Saturday: 9:30am-4pm, 3:50pm-10/11pm
- Sunday: 9:30am-6:30pm

COMPENSATION AND BENEFITS

- Hourly wage
- Performance review with opportunity for raise at 3 months / 6 months / 1 year
- Membership at all Momentum locations + partner. 1 guest per visit.
- Continuing education financial assistance for work related learning
- Discounts on Momentum instruction and programs
- Health insurance for full time employees (average over 30hrs/week)
- Paid Time Off accrual for full time employees (average over 30hrs/week)
- Access to pro-deals through our outdoor industry partners after 3 months.

REPORTS TO

General Manager & Assistant Manager

I have read the job description and understand the Gym Staff position.

Employee Signature

Date

Name

Presented and received signed copy by:

Supervisor Signature

Date

Name