POSITION TITLE: SFU Climbing Wall Attendant

POSITION SUMMARY:
The Climbing Wall Attendant will work as part of a team to monitor the daily operations of the SFU Climbing Wall at the Burnaby Campus. The successful candidate is responsible for risk management and customer service for the Climbing Wall, including welcoming members, validating memberships and conducting orientations & belay tests. Additionally, the Climbing Wall Attendant manages equipment lending and performs required facility and equipment inspections. Part time (2-10 hours per week) and casual positions are available.

DUTIES & RESPONSIBILITIES:
- Supervises the Climbing Wall during hours of operation.
- Performs required inspections of equipment and facility.
- Greets members & guests and validates memberships.
- Conducts Climbing Wall orientations & belay checks.
- Manages member & guest certifications and waivers.
- Provides exemplary customer service and ensures a safe and positive environment for everyone.
- Educates members on proper use of facility & equipment and enforces rules & policies as required.
- Addresses member questions and resolves conflicts.
- Works cooperatively with other Climbing Wall staff and provides mentorship and support to Climbing Wall Assistants.
- Participates in leadership development initiatives, goal setting and professional development.
- Assists with marketing & promotions for the Climbing Wall.
- Assists Climbing Wall & Recreation Administration with other duties, as assigned.

QUALIFICATIONS:
- SFU student with post-secondary education and related experience in a recreational environment, or an equivalent combination of education, training, and experience.
- Minimum of 6 months climbing experience (indoor and/or outdoor).
- Current belay skills, lead climbing skills an asset
- Excellent organizational, interpersonal, and communication skills (both oral and written).
- Excellent problem-solving and conflict resolution skills.
- Ability to maintain confidentiality and exercise mature judgment.
- Ability to work independently and as part of a team.
- Proficiency in the use of CLASS Recreation Management Software an asset.

CERTIFICATIONS:
- Valid Standard First Aid and CPR ‘C’ or willing to obtain.

COMPENSATION: $13.00-$15.00 per hour

APPLICATION DEADLINE: April 15th, 2019

HOW TO APPLY:
Submit a cover letter and detailed resume, including your climbing experience quoting “Climbing Wall Attendant” to the attention of Mikayla Wong Climbing Wall Programmer, at climbing@sfu.ca.