



JOB DESCRIPTION: Full Time Program Coordinator - Climbing Instructor

General Summary:

The program coordinator works closely with the general manager to fulfill gym operational goals and to ensure smooth operations of youth and adult climbing programs, courses, and camps.

Principle Activities

Program Management (40%)

- Be responsible for coordinating and executing all aspects of the Cube's youth programs.
- Schedule instructors for lessons and Groups/Events for review by the General Manager.
- Design, develop, implement, and maintain comprehensive and engaging climbing curriculum catering to youth climbers of varying skill levels, including recreational and competitive teams.
- Identify program needs and implement changes and/or new programs to grow the organization to develop programs that align with your own interests and desires.
- Recruit, hire, train, develop, and manage youth climbing coaches, teaching assistants, and camp counselors.
- Develop, update, and implement use of a training manual for all new and existing instructors.
- Be responsible for all instructional administrative duties including but not limited to scheduling and managing instructional staff, communicating with parents and program attendees, working collaboratively with instructional staff and managers to ensure program coherence and alignment with Cube's youth programming goals.
- Ensure robust participation and enrollment in all youth programs.
- Work with the Marketing committee to develop creative marketing content related to youth programming.

Instruction (30%)

- Provide expert instruction in climbing techniques, safety practices, and training methodologies for youth programs and competitive team.
- Provide personalized coaching and feedback to each climber to help them overcome challenges, improve weaknesses, and achieve their climbing goals.
- Travel as needed to coach at youth climbing competitions.
- Ensure all programs adhere to risk management policies.
- Work regular desk shifts to stay up-to-date on front desk needs, changes, etc.

Operations Administration and Front Desk (30%)

- Knowledgeable of all Cube memberships, programs, products and retail offerings to the extent that you may train other staff and field questions from interested guests and climbers alike.
- Regularly check and respond to emails, messages and voice mails.
- Update website and calendars (using Wordpress and Google Workspace).
- Be proficient in most RGP (Rock Gym Pro) applications including but not limited to changing quick-buttons, memberships, and products.
- Supervision of the facility during operations, ensuring all policies are followed.
- Taking payment, completing cash-outs, and customer service.
- Maintaining cleanliness around the facility.

Qualifications:

- ACMG TRCI or CGI Equivalent.
- 2 Years related leadership experience.
- 2+ years related climbing experience.
- Prior coaching or teaching experience.
- Excellent oral and written communication skills.
- Experienced and proven team contributor.
- Self-motivated with proven ability to balance multiple, simultaneous priorities.

Compensation

- Competitive hourly wage
- Medical and dental benefits
- 2 weeks paid time off
- Free climbing membership
- Industry pro deals and in-gym retail discounts
- Professional development opportunities