

**Calgary Climbing Centre**  
**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 privileges

**Calgary Climbing Centre Facility Manager Role**

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

- 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 is staffed and maintains a clean and professional atmosphere
- Perform ongoing training, staff meetings and update staff as needed
- Engage with and support the recreational, competitive and training focused communities at your respective location
- Ensure facility is properly maintained and stocked (pro-shop, climber and training areas, washrooms/change rooms, party and meeting rooms, offices and desks, etc.)
- Provide feedback and communicate constantly with the management team to ensure productive and efficient operation and sales
- Ensure facility meets or exceeds monthly sales goals

**Duties and Responsibilities**

- Daily coordination of desk staff, instructors, routesetters, belayers and all daily operations
- Ensure staff safety by monitoring behaviors with regards to setting systems, cleaning, belay checks, facility walkthroughs and other hazards present on the job
- Continuously coach current staff to highest standards on the job
- Attend and contribute to monthly managers meetings
- Work closely with the other CCC Facility managers to ensure consistency in processes throughout locations
- Coordinate and delegate tasks to desk supervisor (when applicable)
- Recruiting, hiring and training of new staff
  - desk
  - instructor
  - belayer

- Address staffing issues in a timely manner
  - Interview and hiring
  - Training and coaching
  - Correction, warning and dismissal
- Perform staff meetings monthly, or when directed
- Creating and communicating monthly desk 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 all shifts are covered by certified and/or trained staff
- Document and follow-up with customer inquiries and issues
- Track membership changes
- Calculating bi-weekly payroll
- Membership Billing and group invoicing (monthly)
- Bi-weekly restocking of vending and cleaning supplies

**Daily Operations may include, but are not limited to**

- Assisting customers with their needs in person, through email or by phone
- 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)