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**JOB TITLE** CUSTOMER EXPERIENCE SPECIALIST and TEAM MEMBER  
**DATE** 14 DECEMBER 2021  
**REPORTS TO** GENERAL MANAGER / DUTY MANAGER

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### POSITION DESCRIPTION

**About us:** Northern Rocks is a specialised bouldering gym, offering a fun and supportive environment in which our community can thrive. We welcome people of all ages and abilities and like to help and offer support to all customers, regardless of age, background or experience. We value our welcoming culture and our diverse and supportive climbing community. Customer oriented service is one of our core values.

Northern Rocks aims to provide world-class climbing experiences to all people. All Northern Rocks staff will act as role models for the company and the climbing community. We aspire to maintain a high level of professionalism at all times.

**The role:** Part time shift work. You are expected to be flexible and available to work weekends or evenings during our regular opening hours of:

Monday-Friday 10am – 10pm

Weekends 10am 8pm

Public holidays – regular hours as above

Note: We are aiming to open earlier from 6am weekdays and 7am weekends.

#### Position purpose

As a customer experience specialist, you will provide potential and existing customers with exceptional services. You will identify customer needs, respond to customer queries, and collaborate with internal departments to optimise customer services and brand awareness. You will also track all points of customer engagement, addressing customer queries, and identifying ways to improve our customer services. You will also help with coordinating climbing experience.

Core objectives include:

#### Main tasks

- Work at the Front Desk at Northern Rocks and assist other departments such as basic coaching or youth programs
- Ensure each guest is greeted with a smile, in a friendly manner, and is assisted with their needs or check in; to a high standard of customer service
- General facility housekeeping and cleaning such as keeping the commodities and surfaces clean, cleaning holds, wiping surfaces, spraying shoes
- Administration including bookings, customer registration, point of sale and stock control
- Facilitate safety induction and continuously seek ways to improve the overall safety and wellbeing of everyone.
- Supervise and monitor health and safety for climbers of all ages and abilities
- Assist all members and guests with the check in (and check out when necessary)
- Ensure all members and guests are assisted with transactions, questions, and concerns in a timely and professional manner

- Manage the inherent risks involved with climbing
- Work alongside fellow co-workers, keep each other accountable, and communicate efficiently
- Be continuously proactive in finding jobs to complete while on duty, or in helping to progress or improve our services
- Maintain all current policies and procedures concerned with customer facing cleanliness and sanitation including but not limited to the use of personal protective equipment (PPE)
- Take initiative to help the team progress to our shared purpose - discover ourselves and connect with others through climbing

The above list is not exhaustive and the role may change to meet the overall objectives of the company.

#### **Other Duties**

- Serving as the primary point of contact for customers
- Managing correspondence via phone, email, social media and other avenues.
- Responding to customer inquiries and solving issues in a timely fashion
- Making and serving hot drinks such as tea and coffee (training provided)
- Provide sales of gear and equipment from the pro shop; become familiar with our products and be able to assist customers with product purchasing, recommend the best product for their needs

#### **Required qualities**

- Professional approach
- Ability to work under pressure
- Organisational and time management skills
- Excellent attention to detail
- Build personal connections with members and guests
- Provide excellent customer service
- Solve problems and think fast on your feet
- Work well in both an individual and a collaborative environment
- Communicate effectively
- Keep yourself and others accountable
- Take initiative without prompting; be proactive

#### **Desired competencies**

- Experience with climbing or bouldering
- Experience or enthusiasm for coaching
- Analytical thinking.
- Initiative.
- Business awareness.
- Tenacity.
- Positive approach to change.

### **PERSON SPECIFICATION**

#### **Qualifications**

- First aid certificate preferred.

#### **Experience**

- At least two years' experience as a customer experience specialist, or a similar customer support role.
- Extensive experience in gathering and interpreting customer experience information.
- Experience working with RGPro preferred.

- Experience in coaching, climbing coaching or instruction preferred.
- Knowledge**
- Solid knowledge of online customer engagement platforms and channels.
- Skills & competencies**
- **Customer service focused:** committed to providing exceptional customer service across all channels – written, phone and face to face.
  - **Communication:** the ability to communicate clearly and concisely, varying communication style depending upon the audience.
  - **Attention to detail:** excellent attention to detail and written skills when communicating with others, both internally and externally.
  - **Commerciality:** ability to apply knowledge in a practical, commercial manner.
  - **Teamwork:** willingness to assist and support others as required and get on with team members.
  - **Time management/organisation:** accomplish objectives effectively within time frame given, and carry out administrative duties within portfolio in an efficient and timely manner.
- Personal attributes**
- Professional approach (essential).
  - Confident manner (essential).
  - Age 18 or over.
  - Able to regularly work on weekends and evenings.

**This job description serves to illustrate the scope and responsibilities of the post and is not intended to be an exhaustive list of duties. You will be expected to perform other job related tasks requested by management and as necessitated by the development of this role and the development of the business.**

Please provide:

- Written CV
- Three recent or relevant references
- Recent work history; current work or study situation
- Time frame within which you can start work
- Day / night shift availability

Please send this information for consideration to:  
[info@northernrocks.co.nz](mailto:info@northernrocks.co.nz)

Thank you  
 Northern Rocks