

JOB TITLE
DUTY MANAGER / SENIOR INSTRUCTOR
CUSTOMER EXPERIENCE TEAM MEMBER



DATE 17 AUGUST 2021

REPORTS TO GENERAL MANAGER

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.

The role: Full time shift work 30-40 hours per week. This will consist of both daytime and evening shifts, and some weekends. You are expected to be flexible and available to work during our regular opening hours of:
Monday-Friday 10am – 10pm
Weekends 10am 8pm
Public holidays – regular hours as above

Position purpose

Northern Rocks is looking for an enthusiastic, self-motivated, proactive and experienced Customer Experience Duty Manager to help lead our Customer Experience Team.

The ideal person is someone who is experienced, passionate about what they do and who can provide support for our team and assist in general operations and coaching.

Main tasks

Core objectives include:

- Maintain and build on our customer experience through aligning with and upholding the Northern Rocks culture and core values
- Act as a leader within the team and set the standard for smooth customer service operations and general gym operations
- Manage stock, product ordering, pro shop stock and presentation
- Manage supplies ordering such as bathroom facilities, first aid supplies and cleaning products
- Co-manage bookings, group and individual bookings, calendar system, and incident reporting/follow up
- Assist the Maintenance Manager with the general maintenance of Northern Rocks
- Administration such as replying to customer queries, managing membership cancellations/freezes, communicating effectively with schools and groups
- 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
- Climbing Coaching: Coach groups through climbing activities including school groups, assist in youth class coaching, assist in management of coaching programs

Fulfil the customer experience role:

- 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
- Facilitate safety induction and continuously seek ways to improve the overall safety and wellbeing of everyone.
- 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)

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

Required qualities

- Professional approach
- Clear and professional communication skills
- 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
- Keep yourself and others accountable
- Take initiative without prompting; be proactive

PERSON SPECIFICATION

Qualifications

- First aid certificate preferred.

Experience

- Experience as a manager, duty manager or leadership role in the customer service industry
- At least two years' experience as a customer experience specialist, or a similar customer support role.
- Competency and experience in climbing and bouldering
- Experience in coaching, climbing coaching or instruction

Personal attributes

- Professional approach (essential).
- Confident manner (essential).
- Age 23yrs 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

Thank you
Northern Rocks