

JOIN THE TEAM

RATH EASTLINK COMMUNITY CENTRE

CLIMBING WALL & YOUTH PROGRAMMING MANAGER

Full Time; Hourly based on 32-40 hours per week

REPORTS TO VP, COMMUNITY PROGRAMMING & AGRICULTURE

The Climbing Wall & Youth Programming Manager position will oversee the daily operations of the Kohltech Climbing Wall and will oversee and coordinate RECC youth programming. The ideal candidate in this position will be creative and think “outside the box” with programming ideas. They will be a true team player working with all areas of the facility and have a passion for recreation. Must be flexible and easily adaptable in a fast pace and fluid environment. The Climbing Wall & Youth Programming Manager assists in the continued growth and success of the facility as a whole through development & facilitation of creative and innovative programs that promotes revenue generation and community awareness of the opportunities provided through the RECC.

DUTIES AND RESPONSIBILITIES (Included, but not limited to)

Climbing Wall

- Supervise and participate in day to day operations of the Kohltech Climbing Wall
- Maintain a high level Risk Management Policy, with strong emphasis on Occupational Health and Safety practices and procedures in accordance with indoor climbing wall safety standards
- Develop, facilitate and evaluate climbing programs, as needed
- Develop and explore possible partnerships within our community in the hopes of providing new opportunities and increasing knowledge of climbing practices
- Ensure all equipment is inspected regularly and is maintained in order to provide high level safety practices
- Be available to belay members/users when required

Youth Programming

- Develop and supervise all areas of youth camps (in-service day camps, March break and summer camps, Kids Night Out, etc.) including developing daily schedules, registration procedures, staffing, equipment requirements, etc.
- Schedule staff and facilitate programs, as needed
- Develop, facilitate and evaluate climbing programs, as needed
- Be creative in developing programming using all aspects of the facility working with other department Leads (aquatic, fitness and ice)
- Create long term strategy for development of youth programming opportunities

Administrative

- Work alongside the VP, Community Programming & Agriculture to develop and maintain the climbing wall schedule in Perfect Mind, incorporating programs, private bookings and training events
- Create staff schedules and complete payroll duties, as required
- Work with the VP, CP&A to develop and control the climbing wall & youth programming budget
- Create and implement a lifecycle plan for equipment for the rock wall
- Provide climbing wall usage reports to the VP, CP&A on a regular basis
- Implement continuous improvement processes in regards to overall experience & safety at the RECC
- Develop and ensure staff implementation of all opening and closing procedures
- Ensure full confidentiality is maintained for all members/users/staff by employing procedures that reduce the unnecessary transmission of confidential information

Staff Supervision:

- Oversee the hiring process of the climbing wall staff & facilitation of the youth programs
- Facilitate all orientation and training of staff with assistance of department Leads/Supervisors
- Supervise all staff with focus on developing each staff member to their maximum potential through routine evaluation, coaching, and role modelling, especially as this pertains to customer interactions and climbing wall “safe practices”
- Build a strong and effective team environment in each department
- Assume an “on call” status for intervention of critical or time-sensitive matters
- Ensure all shifts are covered as required during operational hours
- Ensure all staff have required certifications and/or knowledge and experience as required
- Oversee the scheduling of first aid employees for RECC & NSPEC events, as required



DUTIES AND RESPONSIBILITIES (Included, but not limited to)

Customer Service:

- Provide quality customer service to ALL members and patrons: no matter of race, religion, physical or mental barriers or any other basis of discrimination
- Ensure member adherence to RECC policies
- Assist members if additional attention is required based on availability
- Provide member supervision for those accessing the facility
- Maintain a friendly and professional code of conduct
- Demonstrate strong communication skills to fellow staff members and patrons
- Act as a team player and support others
- Be flexible and adaptable as the business continues to evolve
- Represent the values of the RECC
- Build positive relations with fellow staff members and patrons

Other:

- Ensure all initiatives align with RECC mission, vision, strategic plan and branding
- Perform daily risk management assessments and communicate needs or concerns to appropriate personnel
- Assist with the sanitization of equipment and work spaces, as needed
- Ensure the climbing wall areas are clean and safe for all staff and users
- In an emergency, respond appropriately with communication/rescue response/first aid treatment/and activation of appropriate emergency services.
- Perform continuous risk management and communicate needs or concerns to appropriate personnel
- Complete all reports and documents appropriately in a timely manner and daily risk management checks
- Ensure accurate, objective completion of Accident, Incident and/or First Aid forms as required
- Maintain current knowledge of company policies and procedures and ensure adherence
- Ensure full confidentiality is maintained for all members/users/staff by employing procedures that reduce the unnecessary transmission of confidential information.

QUALIFICATIONS AND REQUIREMENTS

- Minimum 5 years' experience in a supervisory/management role
- Minimum 5 years' climbing wall experience, with relevant certification
- Climbing Wall Instructor – or willingness to certify/re-certify
- Excellent customer service skills with the ability to train others to provide excellence in service delivery
- Highly developed organizational and time management skills with the ability to multi-task, handling competing priorities and deadlines effectively and efficiently
- Working Knowledge of Microsoft Word, Excel, Outlook and Publisher.
- Strong interpersonal skills with the ability to establish effective working relationships, lead, motivate, coach, mentor and resolve conflicts
- Costing & Inventory management
- Critical thinking skills that allow for appropriate prioritization
- CPR "C" and Intermediate Workplace First Aid certification mandatory

BENEFITS

FULL-TIME EMPLOYEES RECEIVE:

- ▶ Family Membership & Nourish Discounts + Dental/Vision/ Extended Health Care plans are available after 3 month probationary period



Current Criminal Record & Child Abuse Registry Checks are mandatory conditions for RECC employment. They must be completed and submitted before any training will begin.

**SEND YOUR COVER LETTER + RESUME DIRECTLY TO ▶
SUBMISSION DEADLINE: MONDAY, SEPTEMBER 15**

HEATHER - HFRASER@RATHEASTLINKCC.CA

We welcome cover letters and resumes from all qualified applicants. However, only those selected for an interview will be contacted.