

## **BGSU Recreation and Wellness Student Employment Position Description**

### **Job Title: Climbing Wall Manager**

**A. Main Purpose of the job:** Manage climbing wall operations, wall maintenance and route-setting, equipment inspections, special events, and staff coordination to insure a safe and fun climbing environment for patrons. Demonstrate effective leadership and management ability with all staff members and maintain an advanced knowledge of SRC and Climbing Wall rules, regulations and policies. Finally, promote the mission of Recreation and Wellness in spirit and in action.

**B. Primary responsibilities or key duties of the job (tasks performed regularly):**

1. Provide excellent customer service and leadership to maintain positive relations with SRC patrons and wall attendants.
2. Train and coach all wall attendants in all climbing wall opening, monitoring, and closing procedures, as well as effective belay and orientation class instruction.
3. Supervise and maintain a safe and positive climbing wall environment and address any unsafe actions by climbing wall patrons or attendants.
4. Manage the climbing wall equipment inspection process to insure the accuracy of equipment condition listed on the inspection sheets, and report any equipment issues to climbing wall administration.
5. Monitor and coach attendants to improve customer service and interact with the wall patrons.
6. Inform climbing wall administration of any problems that may occur at the wall.
7. Promote the mission of Recreation and Wellness.
8. Enforce all rules and regulations.

**C. Additional duties (tasks performed occasionally):**

1. Operate various computer applications (Class software).
2. Complete climbing wall staffing schedule.
3. May be required to work special events outside of regular operation hours.
4. Attend weekly manager meetings and coordinate and lead monthly wall staff meetings.
5. Attend additional Recreation and Wellness Student Development Sessions.
6. Assist in the design and implementation of training workshops and advance climbing classes.
7. Assist in scheduling, planning and conducting wall staff training and skill development sessions.
8. Assist in recruiting, interviewing, mentoring and orienting new climbing wall staff members.

**D. Basic Qualifications:**

1. Accurate computer skills, ability to add, subtract, and multiply.
2. Certified in CPR/PR, AED, Standard First Aid, BBP training, Preventing Sexual Harassment training.
3. Ability to work with office/computer equipment.
4. Strong ability to communicate (verbal and written).
5. Able to teach belay and wall orientation classes (knot tying, correct belay technique, etc.)
6. Maintain a 2.5 GPA.