



Job Posting

Job Title: Supervisor

Job Category: Permanent, part time

Working Hours: Weekend, evening, day

Reports to: Operations director

Job Description

Reporting to the Director of Operations, the Supervisor is the person responsible for the smooth running of all activities and safety in the center. He effectively manages and resolves all situations that arise during his shift. When in doubt, he immediately refers to his supervisor. He demonstrates leadership to the employees on duty to ensure a high level of quality customer service.

Main Tasks

- Apply company policies and procedures
- Supervise monitors, instructors, receptionists
- Ensure the cleanliness of the premises
- Train new employees in their daily tasks
- Manage the rotation of breaks
- Ensure that all sections (Altitude Gym, Clip 'N Climb, outdoor park, etc.) are operational at all times by making a regular tour during his shift
- To be an instructor of top rope and lead climbing
- Write an information report on the workday at the end of each shift
- Answer questions and complaints
- Apply the opening and closing procedure of the center
- Performs all other related duties related to the position and/or at the request of his superiors.

Qualifications and requirements

- Hold an accreditation as a top rope and lead climbing instructor
- Minimum of 2 years of climbing experience
- Understand the importance of customer service and safety issues related to its functions
- Have a strong sense of responsibility
- Demonstrate leadership and be ready to manage the team in place
- Strong interpersonal communication skills
- Be a dynamic, positive, and involved ambassador for the company internally and externally
- Communicate easily in French and English
- Possess a first aid training from CNESST is an asset.

To apply, send your resume and cover letter by email to the attention of the Operations Manager, Dung Nguyen, at emploi-job@altitudegym.ca.

** The masculine is used to lighten the text. Equal opportunity is offered to women and men.*