



Job Posting

Job Title: Supervisor

Job Category: Permanent, part time

Working Hours: Weekend, evening, day

Reports to: Operations Manager

Salary: \$17 / hour

Job Description

The Supervisor is responsible for the smooth running of all activities and safety in the center. They take charge of and effectively resolve all situations arising during their shift. In case of doubt, they immediately refer to their supervisor. The Supervisor demonstrates leadership with the employees on duty to ensure a high level of quality customer service.

Benefits

- Free Altitude Gym membership for the duration of employment;
- Staff events;
- Pro deal twice a year;
- 20% off on our retail stock all year long;
- Outdoor equipment rental program.

Main Tasks

- Apply company policies and procedures;
- Open and close the climbing centre;
- Supervise monitors, hosts, and receptionists by being a positive leader;
- Ensure the cleanliness of the premises;
- Participate in the training of new employees;
- Manage the break rotation;
- Ensure that all sections (Altitude Gym, Clip 'N Climb, Quarry, etc.) are operational at all times by touring regularly during their shift;
- Be an instructor for top rope and lead climbing;
- Write a debriefing of the work day at the end of each shift;
- Respond to questions and complaints;
- Perform all other duties related to the position and/or requested by their supervisor.

Qualifications and Requirements

- Minimum 2 years of climbing experience;
- Top rope and lead climbing certification (an asset at Altitude Gym Kanata);
- Understand the importance of customer service and safety issues related to their duties;
- Have a strong sense of responsibility and leadership;
- Strong interpersonal and communication skills (French an asset at Altitude Gym Kanata);
- Valid first aid certification, an asset.

To apply, send your resume and cover letter by email, indicating the job title and desired work location (Kanata or Gatineau), at emploi-job@altitudegym.ca.