

Broomhill Bouldering Company
T/A Broomhill Climbing Works

Person Specification

Position: Receptionist
Accountable to: Managing Directors / General Manager / Assistant Managers

Role description

This Receptionist role is a fantastic opportunity to work in the world of climbing, nestled inside a dynamic community centre shared with a few other businesses. The role is quite varied and no two days are the same! As this is a lone working position, the successful applicant will be responsible for managing the daily running of the bouldering facilities, helping our customers enjoy their time here, selling snacks and drinks, and keeping the centre spick and span. The successful applicant would ideally have strong customer service skills, feel comfortable managing their own workload during busy periods, and be psyched to be part of the community. Other responsibilities might include setting and stripping routes, coaching classes, making social media content, and coordinating community events.

Requirements

<p>Essential</p>	<ul style="list-style-type: none"> ● Strong customer service skills ● Communication skills across in-person, email, and telephone ● Ability to manage your own workload ● Ability to operate in high-pressure situations ● Good computer skills ● Openness to cleaning in the centre ● Openness to getting stuck in to extra tasks such as coaching, setting, and social medias ● Share our value that “it’s nice to be nice”, to create a welcoming and safe community environment
<p>Highly desirable</p>	<ul style="list-style-type: none"> ● Experience working in a climbing gym, sports centre, or other receptionist/sales work ● Climbing qualifications from the National Governing Body (BMC and Mountain Training), or a history of site-specific training in a climbing context ● First aid experience

Desirable	<ul style="list-style-type: none">● In-date First Aid certificate of at least 8 hours contact time● Food hygiene training● Experience working in a café or kitchen● Experience using climbing gym customer management systems such as Beta or Rock Gym Pro● Personal climbing experience
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