

Front Desk Staff

Onsight Rock Gym is looking for a dependable, self-motivated, outgoing, and positive individual who shares our love and passion for rock climbing and wants to work at Knoxville's newest and largest indoor rock climbing gym. It is our desire to develop and retain loyal and professional staff members who love what they do.

Front desk staff are a key aspect to the gym. They are responsible for maintaining the front area of the gym, safety, customer service and more. Front desk staff must provide each customer with a wonderful experience through transactions, safety walks, and more.

See below for additional responsibilities:

Your roles as a Front Desk Staff (included but not limited to):

- Provide customer service to the general public and members of the gym
- Work the front desk (manage daily admissions, equipment rental, and retail sales)
- Process membership applications and payments
- Provide tours of the facility
- Provide various levels of climbing and safety instruction
- Maintain safety in the gym
- Host groups and parties
- Conduct top rope and lead certification tests
- Advocate for the best member experience and with a focus on member retention
- Maintain facility cleanliness and inspections of rental gear and climbing equipment

Qualities of an Ideal Candidate:

- Climbing experience/knowledge
- Previous climbing gym employment - preferred
- Experience in other aspects of climbing gym operations—such as climbing instruction, route-setting, and/or coaching - preferred
- General computer knowledge
- Current CPR and First Aid Certification - preferred
- Ability to work independently
- Dependable and trustworthy

Must be able to work nights and weekends

If you are psyched to join our team, please send your resume and references to: jobs@onsightrockgym.com Cover letters also accepted, but not required.