



*metro***ROCK**

ROCK CLIMBING CENTERS

Since 2004, MetroRock Climbing Centers has provided world class climbing facilities to New England. We are very excited to be expanding to New York and are looking for the right people to join our team. MetroRock prides itself on bringing great climbing to its community and with that, the best customer experience possible. In order to achieve this we need passionate people who can share their energy and knowledge for the activities we all love.

MetroRock Climbing Centers is seeking to hire Desk Staff to be a part of the team at our newest location in Brooklyn, New York. Desk Staff will work with Shift Supervisors and the Management team to help run the facility from day to day. Desk Staff are the backbone to creating a welcoming environment and introducing customers to the MetroRock experience.

Responsibilities:

- Lead our team by embodying the values of MetroRock and setting an example. Bring your passion to create a positive space for customers and staff alike.
- Execute programming and events. Make sure that gym operations run smoothly.
- Be knowledgeable and effectively communicate with customers regarding our programming, events, and campaigns.
- Cultivate and grow our community in a way that is in line with our values as a company. Be able to be a representative and share our goals with customers that are in line with our mission.
- Oversee the maintenance and regular inspection of the facilities and climbing equipment.

Job Requirements:

- Comfortable working with a flexible schedule. Night and weekend availability and on occasion longer days for events.
- Ability to work in a fast paced and active workspace under ever-changing circumstances.
- Be decisive and able to confront challenging situations.
- Be knowledgeable and able to assist customers with retail sales. Be able to work towards and meet sales goals.

Requisite Skills:

- Prior experience in the outdoor industry. (recommended)
- Familiarity with the climbing community.
- Proficiency in using Microsoft Office and Google Suite. Ability to learn new platforms as required.
- Appropriate customer service and communication skills.
- Comfort with retail sales and interacting with customers during sales.

To apply, please complete an [application](#) and send with any additional documents to grant@metrorock.com. Please include "Hiring for NYC" as part of the subject.