

Reports To: Gym Director
FLSA: Exempt

Revised Date: 11/20/2025

Description of Position - The Full-time Shift Lead works as a chief customer service representative, coach and instructor for visitors during the day-to-day operations of the Source Climbing Center. The Shift Lead also supports the Source Climbing Center's Leadership team, helping to create accountability and meeting overall goals of the organization.

Accountability: This position is primarily accountable for:

- *Mission* - representing the core values of the Source Climbing Center to provide a better climbing experience to all members and visitors.
- *Culture* - Training and mentoring part-time staff in Desk, Floor, and Wall monitoring roles. Fostering a positive workplace by being on time, a team player, attending all staff meetings, and finding substitute staff for any shifts missed.
- *Customer Service* - building positive relationships with customers while being proactive; performing quality work with speed and accuracy; leading in the promotion of membership sales, programs and events.
- *Wall Monitoring* – watching for smart climbing practices and proper equipment use; being up front with rules, inherent risks, and expectations with customers and addressing concerns immediately.
- *Coaching* – demonstrating professionalism while encouraging the development of other climbers through improved technique, better training and smart mentoring. Staying up-to-date on standard industry practices, current and local climbing trends, events and activities.
- *Instruction* - knowing the standards of how equipment should be used. Providing appropriate instruction or belay support during scheduled classes, private lessons, birthday parties, summer camps, private groups and individual belays.
- *Operations* - Supporting the Facilities and Setting team in providing a high standard of cleanliness, organization, and quality in routes and boulder problems. Demonstrating safety awareness by utilizing ladders, tools, and equipment in proper conditions.

In addition to day-to-day operations, each shift lead is responsible for tracking and recording headlines, issues and completed tasks for which they are accountable.

Minimum Requirements to qualify for the compensation package

- 1,600 hours working in a Commercial climbing gym or equivalent in a related coaching, setting or supervisory role.
- CWI Instructor and SafeSport Certification
- 12+ Months of active Lead climbing/Belaying experience
- Climb 5.11 or better with confidence
- Boulder V4 or better with confidence

Schedule Requirements

- Available 34-40 scheduled hours per week, minimum 1,440 hours annually to qualify for Full-time benefits.
- Readiness to work 2-3 evenings per week, 1-2 weekends per month, and special events.

Preferred Qualifications to qualify for higher compensation

- CWI Provider or AMGA SPI certification
- Program Development experience
- 2 years coaching or instructing climbing
- a USA Climbing Level 2 Certified Coach.
- experienced Rock Gym Pro user

Compensation Package

- Compensation: \$18.00 to \$22.00 DOE
- Paid Sick Leave and Vacation time
- Health and Dental Benefits
- Professional Development opportunities
- Membership privileges

Acknowledgement - I have read and understand the duties and responsibilities of this position and accept them. The primary function of this position is clear to me and I understand its importance to the overall success of the Source. I can perform them the duties and responsibilities of this position with ☐, or without ☐ accommodation.

Employee's Signature

Date

Note: Nothing in this job description restricts management's right to assign or reassign duties or responsibilities to this job at any time.