

OFFICE ASSISTANT & VIA FERRATA INSTRUCTOR

Southeast Mountain Guides – Red River Gorge, Kentucky

Position Overview

This dual-role position combines **office operations** with outdoor work as a **Via Ferrata Instructor (VFI)**. Team members in this role support clients at our facility, manage reservations and communication in the office, and facilitate experiences on our Via Ferrata course. It is an excellent fit for someone who enjoys a blend of indoor and outdoor responsibilities, thrives in a client-focused environment, and wants to grow within a mission-driven company.

Employment Information

- **Location:** Campton, Kentucky
 - **Seasonal Position:** March 1 – December 1
 - **Typical Weekly Hours:** ~32 hours across 4 days
 - **Full Range:** 25–45 hours across 3–5 days, including weekends
 - This position is seasonal, but we strongly prefer candidates seeking **long-term, multi-season employment**.
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About Southeast Mountain Guides

Our mission is to help people who want to experience rock climbing or become rock climbers. At Southeast Mountain Guides (“Southeast”), we value authentic connection, professionalism, servant leadership, and teamwork.

We offer:

- Via Ferrata (cabled climbing system)
- Guided Rock Climbing
- Guided Rappelling

All services operate in the iconic **Red River Gorge**, one of the premier climbing destinations in the world.

Position Description

This role provides a unique mix of outdoor and indoor work. As a **Via Ferrata Instructor**, you'll be outside facilitating client experiences on our cable-climbing course. As an **Office Assistant**, you'll support the business through administrative tasks including team scheduling, communication, reservation management, and basic facility oversight.

This position is perfect for someone who:

- Enjoys variety in their weekly workflow
 - Loves working for an outdoor-based organization
 - Wants to meaningfully engage with clients
 - Desires to grow with a mission-driven small business
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Position Responsibilities

As an Office Assistant

- Support smooth daily operations as the acting lead
- Answer phones, respond to emails/texts, and manage reservations
- Greet and check in clients; process POS transactions
- Assist with social media content creation and expansion
- Help maintain basic bookkeeping records
- Maintain a clean, organized, and professional facility
- Complete a wide range of office projects using Google Workspace
- Communicate regularly with Southeast leadership

As a Via Ferrata Instructor

- Check clients in, verify waivers, and take payments
- Facilitate 45-minute hands-on orientations

- Supervise climbers on the via ferrata course and provide coaching/corrections
 - Perform via ferrata rescues using a 3:1 haul system
 - Clean and inspect climbing equipment
 - Assist with facility and grounds upkeep
 - Perform basic manual labor such as trail maintenance and weedeating
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Minimum Qualifications

- Passion for rock climbing and a strong foundational knowledge of the sport
 - Love for office-related tasks and administrative support
 - Alignment with Southeast's mission, standards, and core values
 - Excellent communication and interpersonal skills
 - Ability to authentically connect with clients and collaborate with team members
 - Physically capable of performing all job responsibilities
 - Comfort working outdoors in all weather conditions
 - Desire to work multiple seasons and grow within the company
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Preferred Qualifications

- Moderate to extensive climbing experience
 - Teaching, coaching, or customer service experience
 - Office assistant experience, especially in client-facing roles
 - Familiarity with the Red River Gorge area
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Hours, Pay & Scheduling

- **Base Pay:** \$18/hour
 - **Overtime:** Paid at time-and-a-half for hours over 40
 - Expected schedule: approximately **32 hours/week across 4 days**, including most weekends
 - Learn more about scheduling and hours during the interview process
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How to Apply

Submit your application at:

<https://www.southeastmountainguides.com/employment/>

For questions, email nicole@southeastmountainguides.com or call **606-668-6613**.

Interview Process

The interview process consists of approximately **three interviews**, any of which may be virtual:

1. Initial Interview
 2. Skills Test Interview
 3. Culture Fit Interview
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Training Process

- Approximately **2–3 weeks of initial training**
- Followed by **1–2 months of intermittent mentorship**
- Training begins at **\$16/hour**, with increases as skill milestones are met

Training typically begins **mid-February**, with the full position starting **March 1st**. Flexibility may be available depending on candidate experience or timing.

We look forward to reviewing your application!