

Why Stone Age Climbing Gym

Founded in 1997, Stone Age Climbing Gym's vision is that climbing can change lives by nurturing the individual. We strive to serve our community through a shared passion for climbing and always embrace our values of service, passion, and integrity. We are seeking an exceptional candidate to join our team as a full-time general manager to support us as we continue to build our Albuquerque, NM gyms.

Why Albuquerque

New Mexico's high desert climate boasts over 300 days of sun per year with low humidity resulting in year-round opportunities for outdoor climbing and features an affordable cost of living in a city with a population of about 900k. Besides climbing, the state offers opportunities for many other outdoor activities and best of all, a small population that allows for communing with nature without the crowds. Albuquerque is a multicultural city and is home to many diverse communities. Stone Age is committed to initiating and actively supporting activities that will bring climbing to our diverse population.

Position Summary

The general manager will work in tandem with the company owners to serve our customers and strengthen the climbing community while growing a successful business. They will be in charge of day-to-day operations as part of a team at one of our 26,000 SF facilities and will have an opportunity to contribute to every level of Stone Age's overall success.

Desired Personal Traits

- Able to lead by example and inspire others to be their best.
- Able to think creatively to bring new ideas and fresh energy to the company.
- Demonstrate initiative with the ability to identify and solve problems.
- Able to make executive decisions while keeping the company's goals in mind.
- Possess excellent verbal and written communication skills.
- Have a professional appearance and manner with excellent customer service skills.
- Be dependable, self-confident, mature, and able to work independently.
- Have a positive attitude, be flexible, eager to learn, and willing to adapt to new challenges and responsibilities.
- Have strong organizational skills, able to multi-task, and manage time effectively.

Responsibilities

Providing service with passion and integrity to our community and nurturing each individual are at the core of our values and mission. We can only accomplish that if each crew member is fully committed to this mission and the general manager is expected to lead their team to accomplish these goals.

Culture, Risk Management, and Community

- Embody the company values and share them with employees and customers alike; train new employees on culture and set expectations.
- Promote a risk management attitude.
- Organize staff team building events.
- Promote diversity among both Stone Age's team and customers.
- Resolve customer service complaints in a manner that enhances Stone Age's reputation in the market.
- Maintain the company image by working with the marketing team to develop high quality and professionally designed communication materials across all platforms – print ads, web materials, social media content, and facility signage.
- Promote the company by creating and maintaining local and national business relationships and by sponsoring and/or participating in community events.
- Assist the management team in developing programs, classes, and special events.
- Maintain the facility events calendar with input from the management team.

Crew Development and Customer Service

- Ensure excellent customer experience through the interaction with the Stone Age crew; develop the crew to consistently deliver this experience.
- Review and approve the weekly schedule to ensure needs are met.
- Be on call to resolve any staffing issues.
- Forecast future changes and anticipate the need for hiring in a timely fashion; be an integral part of the hiring process.
- Care for the well-being of the crew, counsel team members, and maintain morale.
- Conduct employee performance reviews for all direct reports.

Administrative

- Prepare procedure updates and work with the Front Desk Managers to ensure the crew is up-to-date on changes.
- Coordinate, follow-up, and respond to incident reports.
- Compile the employee gym news weekly and distribute to staff.
- Review time cards every two weeks for accuracy in preparation for payroll.

Facility Logistics

- Ensure the gym is clean inside and outside and resolve any issues.
- Ensure that all equipment is functioning properly and coordinate with maintenance or contractors to remediate any issues in a timely manner.
- Be on call and coordinate police response to security alarms.

Qualifications/Certifications

- At least 2 years of experience managing a team.
- A broad range of climbing experience including bouldering, sport, and traditional climbing; mountaineering and ice climbing experience are a plus.
- Prior experience working in the indoor climbing and/or fitness industry.
- Competence required with Microsoft Office and Google Suite.

Desired but not required

- Bachelor's Degree or higher,
- Instructor or Guiding Certifications from the AMGA or similar organizations, and
- Working knowledge of Rock Gym Pro.

Compensation and Benefits

Stone Age treats its people as the most important asset of our business. We offer a competitive salary and industry leading benefits commensurate with experience. This is a full time exempt salaried position. The following benefits are available immediately upon hiring:

- Two weeks of paid time off,
- Gym family membership and access to all classes, and
- Employee retail discount.

The following benefits are available after 2 months of full-time employment:

- Health/dental/vision insurance,
- Continuing education cost reimbursement, and
- Pro purchases.

In addition, participation in the Stone Age SIMPLE Individual Retirement Account (IRA) savings plan is available as per the Federal rule generally in the 2nd year of employment.

Application Process

Submit your application, resume, and cover letter, detailing your qualification for this position, to bryan@stoneagegym.com.