



UPRISING BOULDER GYM

Role description – General Manager

Background

- Uprising Boulder Gym (UBG) is a commercial bouldering facility based in Woolston, Christchurch. The business is both a showroom for Uprising climbing holds and a cutting-edge gym facility for climbers and fitness enthusiasts
- The **General Manager** role is flexible between 30-40 hours per week including one weekend shift, and will require the flexibility to occasionally work outside normal business hours
- The job is based at Uprising HQ at 4/5 Tanner Street, and will occasionally involve some travel
- The position reports to the director, who will meet with the GM on a regular basis to provide input into operations.

Key Responsibilities:

- Implement and improve the UBG marketing strategy
- Implement and improve the UBG safe operations plan
- Hire and oversee UBG staff, including training and record keeping
- Introduce new customers to the facility and ensure an optimal customer experience for all users
- Develop and maintain relationships and goodwill with customers and stakeholders
- Assist in daily tasks including administration, cleaning and maintenance tasks
- Liase with the head routesetter to deliver progressive routesetting system
- Develop and coordinate UBG-based events as required

Goals:

- Zero serious-harm incidents
- Create a climbing community hub through customer-focussed management
- Maximize sales, membership growth and profitability through effective management of assets and human resources



Capabilities:

- Leadership - Capable coordination of resources including people, money and time.
- Interpersonal skills - Positive interaction with customers, staff and vendors. Experience in sales, negotiation and conflict resolution
- Marketing/promotion - Strengthening UBG's brand image and the ensuring the importance of the facility to the climbing community through positive marketing campaigns and events
- Safety management - Implementation of a safety management system which takes all practicable steps to avoid injury to customers and staff
- Attention to detail – ability to be meticulously accurate in documentation, logistics and communication.
- Financial management - Able to work with a budget and highlight opportunities for improvement and growth. Control costs through oversight of expenses, sales, budgets, loss prevention and profit and loss statement.

Remuneration

- Negotiable based on experience
- At or above industry standards

Start date

- Flexible, preferred date between 14-21 March 2018

Contact details

Resumes and general enquires can be forwarded before 12 March 2017 to:

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