

Uprising – Wall Assistant Role Description

Uprising is a world-class bouldering, yoga and gym facility in Waltham, Christchurch.

- The wall assistant role is suited to both casual, full time and partime employment.
- The role will be based at 199 Ferry Rd and may occasionally require some travel.
- The position of wall assistant reports to the general manager.

The role of wall assistant requires exceptional customer service to welcome customers to our facility, relevant climbing experience to provide safety briefings and a hard-working attitude to assist with daily tasks within the facility.

Responsibilities include:

- Check-in existing customers and induct new customers to the facility
- Monitoring climbing area to ensure safe participation
- Use of POS systems, cash handling and gear sales
- Assist the leadership team with daily operational tasks including cleaning and maintenance
- Respond to customer inquiries and take bookings
- Comply with security, safe operation policy and all health and safety legislation

Essential qualities:

- Provision of exceptional communication and customer service
- Active climber with knowledge of the indoor climbing gym environment
- Experience in a fast-paced customer service role
- Ability to work under pressure in a calm, efficient and tidy way
- Professional appearance and friendly nature
- Willingness to assist in a wide range of daily tasks
- Ready to fit in amongst our totally rad, slightly eccentric team of staff
- Current first aid certificate



Hours of work

The role will include a variety of shifts between the hours of 7:00 am and 10:00 pm including weekends, and with flexibility around hours worked.

Remuneration

Remuneration will be based on experience and at or above industry standards.

Contact:

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