

Front Desk Associate – Part-Time

Reports To: Operations Manager

Starting Compensation: \$17.60/hr

Start Date: Late July/Early August

Summary

Core Climbing is looking for a friendly, organized, and proactive Front Desk Associate to help create an exceptional experience for every guest who walks through our doors. This role is the face of the gym—responsible for delivering outstanding customer service, ensuring smooth day-to-day operations, and maintaining a safe and welcoming environment.

Front Desk staff play a key role in first impressions, member experience, sales and overall gym flow. In addition to front desk responsibilities, this role may support birthday parties, group bookings, and other programming as needed.

We are looking for a regular Front Desk staff to work at least two shifts per week starting mid-summer, 2026, with no pre-determined end date. Shifts may be 4-8 hours in length, depending on the day. Shifts may be daytime, evening, and/or weekend.

Key Responsibilities

Customer Experience & Front Desk Operations

- Greet all guests promptly with a friendly, professional, and welcoming attitude
- Manage check-ins, waivers, memberships, and day pass sales accurately and efficiently
- Learn gym software to be able to fulfill requests in an efficient way
- Answer phone calls, emails, and in-person inquiries in a timely and professional manner
- Provide clear and thorough facility orientations to all new climbers
- Maintain strong knowledge of memberships, programs, pricing, and gym policies
- Recommend/sell products & services aligned to needs of Core members & guests.

Safety & Facility Oversight

- Ensure all climbers have completed waivers and received proper orientation
- Monitor gym activity to ensure safe climbing practices are being followed
- Act as the first aid responder to incidents and injuries, following established protocols
- Maintain awareness of the facility and report any safety concerns

Operations & Facility Maintenance



- Maintain a clean, organized, and professional front desk and gym environment
 - Complete opening and closing duties, including cleaning and cash handling
 - Restock retail and rental equipment as needed
 - Ensure rental gear is properly sized, cleaned, and organized
 - Support overall gym atmosphere (cleanliness, organization, flow)
-

Communication & Team Support

- Communicate effectively with other Front Desk staff and other Core staff regarding scheduling, bookings, logistics, etc.
 - Take ownership of customer inquiries and follow up as needed
 - Provide clear handover notes between shifts as required
 - Stay up to date on programs, policies, and promotions
-

Additional Responsibilities (As Needed)

- Support birthday parties, including:
 - Guest check-in and flow management
 - Equipment distribution and basic orientation support
 - Assist with group bookings and program logistics
 - Provide basic climbing guidance or tips when appropriate (without active instruction)
 - Help ensure the gym is prepared for upcoming programs and events
-

Requirements

- Strong customer service and communication skills
 - Ability to multitask and stay organized in a fast-paced environment
 - Comfortable handling payments and administrative tasks with accuracy
 - Reliable, punctual, and professional
 - Ability to work evenings, weekends, and holidays
 - Valid standard First Aid and CPR-C (minimum) certification
 - Clear Police Vulnerable Sector Check
-

Assets

- Previous customer service or front desk experience
 - Experience in climbing gyms or recreational facilities
 - Experience working with youth or group programs
 - Familiarity with booking or point of sale (POS) systems
-

Benefits of Working at Core

- Free climbing for the duration of employment
 - Guest passes
 - Staff discounts on retail
 - Ongoing training and development opportunities
 - Opportunities to support and grow within programming roles
-

Work Environment & Culture

Core Climbing Gym is committed to creating a welcoming, inclusive, and supportive environment for staff and community members. We value teamwork, accountability, and a positive attitude.

We encourage applicants from all backgrounds to apply. Core does not tolerate discrimination of any kind and is committed to equitable hiring practices.

How to Apply

Think you'd be a great fit?

Please submit your resume and a brief cover letter to:

ops@thecoreclimbing.ca

Accommodations are available upon request throughout the hiring process.

