

OPERATIONS MANAGER

Summary

Up the Bloc is a community of unique individuals brought together by our love of climbing

Since opening in 2017, the gym has become an innovator of the indoor climbing industry in Canada. We are part of an affiliated group of gyms with coast-to-coast locations, with whom we share our mission and values. By combining world-class routesetting with exceptional customer service, we aim to provide the best experience possible for every single climber. We are currently seeking motivated individuals who want to share their passion for the sport with everyone from first-time climbers to World Cup athletes.

We are currently seeking motivated individuals who are passionate about sharing their love of the sport with others, and are looking for an opportunity to help climbers of all levels achieve their climbing goals.

The operations manager ensures that the front desk is functional for operations and that the quality of service is maintained at the highest standard, as is expected of Up The Bloc. The operations manager participates in training new employees as well as giving regular feedback and follow ups with staff. This person manages inventory, retail, staff and participates in the organization of community events.

Position:	Operations Manager
Status:	Full time
Hours per week:	32-40 hours per week
Location:	Up the Bloc, 1224 Dundas St E #28, Mississauga, ON L4Y 4A2
Directly reporting to:	General Manager
Salary:	Starting at \$24 per hour

Responsibilities

- Lead the gym staff with professionalism, with the goal of providing the best experience for our customers.
- Ensure all programs are running smoothly at the level of quality expected of Uplify gyms.
- Foster a welcoming and inclusive environment for the climbing community.
- Foster an inclusive workplace culture.
- Manage the operating system (Rock Gym Pro).
- Participate in the organization of community events such as Bloc Party
- Identify ways for Up the Bloc to be more engaged in our client's personal progress
- Control and maintain retail and supplies inventory, coordinate retail purchases.
- Apply disciplinary action policy.
- Communicate with all staff so as to keep the team well informed and competent.
- Oversee the execution of the risk management plan and suggest modifications as needed.

- Develop and implement processes within the company to drive change and growth.
- Execute operational HR duties
- Onboard new staff and hold regular check-ins or feedback sessions
- Ensure the aesthetic of the gym and the brand are maintained.
- Identify points of improvement in the service and opportunities to be explored.
- Build relationships within the climbing community.

Tasks

Customer service and community

- Act as first point of contact for customers, perform regular front desk duties
- Respond to customer inquiries by email and phone
- Collaborate with the customer experience manager on introducing new products and programs
- In collaboration with GM, community manager, head setter and marketing, plan and run events: organization, set-up, take-down
- Respond to emails and voicemails within 24 business hours.
- Receive client feedback and inform upper management of action items
- Ensure that all desk staff are providing exceptional service to clients
- Communicate clearly and regularly with staff in person and over slack
- In collaboration with GM and Instructors, Build/develop and implement programs.
- Ensure regular, respectful and clear communication and expectations amongst members and staff.

HR

- Send out ROE information to payroll service
- Apply disciplinary action policy appropriately and track staff interventions
- Keep employee meeting note logs up to date
- Prepare the staff schedule and keep staff availability up to date
- Verify employee Time Clocks for payroll
- Oversee and participate in hiring and interviews as well as training
- Perform employee onboarding and probationary check-ins
- Set up keys for new staff and communicate for PIN for alarm to GM
- Manage staff performance : disciplinary action, evaluations

Retail and procurement

- Manage inventory for food and beverage, pro-shop items, rental gear, magazines, and cleaning supplies
- Stay up to date with new products for the gym
- Perform annual retail inventory count
- Organize retail at desk and in back rooms
- Set up retail displays or delegate this task to desk staff
- Inventory management for retail and gym supplies (counting, recording, adjusting, ordering, entering, pricing etc).

- Communicate with sales manager to organize clothing orders and do counts for new orders/help with preparing for releases
- Update prices (cost and retail price) as necessary with inflation increases

Facility and Admin Management

- Check daily cash-outs, produce sales reports, and perform light bookkeeping tasks
- Manage bookings and billing for special events and corporate group
- Look into discrepancies in Z-Outs
- Create invoices and process payments for group bookings
- Schedule Group Bookings
- Delegate filter changes to head setter or GM
- Order replacements for lights etc or communicate needs to GM
- Ensure or coordinate the fixing of holds as necessary if spinning/break on wall
- Attend to any complaints from desk staff regarding facility maintenance
- Pay and send invoices to DEXT account
- Communicate with GM if require help with payments (e.g. purchases over 2000)
- Organize paper invoices
- Attending/organizing/leading weekly meetings
- Create event products and links in RGP. (Comps, group bookings, etc)
- Import/Assign waivers, process transactions, access/create/transfer bookings in the calendar, review payment/customer history
- Confirming that the gym calendar is up to date (events, closures, time changes, etc)
- Update staff guidebook annually with new information or remove outdated information

REQUIRED SKILLS

Excellent communication and customer service skills

Management experience in the climbing industry or other service or fitness industries.

Strong work ethic and positive attitude.

Strong and compassionate leadership skills.

Strives for improvement

Work independently and ensure good priority management.

Facilitates problem solving and manages difficult situations with good judgment.

Proficiency in organizational tools such as web applications, Google Drive, MS Office and point of sale tools.

Ability to make effective decisions in high pressure situations.

Administrative excellence: be organized and goal-oriented.

Keen observation skills for risk management.

Passionate about climbing and willing to integrate and build the local climbing community.

PREFERRED

Skilled in the disciplines of bouldering, sport climbing and traditional climbing

Experience with Rock Gym Pro software

Current certifications in first aid, CPR and AED

ENVIRONMENTAL AND PHYSICAL REQUIREMENTS

Responsibilities and time are split between shifts and administrative duties.

Ideally works a weekend day, but must at least be available to respond to emergencies

Evening availability.

Confident and comfortable working at a fast pace in a high traffic environment.

Consistently stand and walk for long periods of time.

Ability to repeatedly lift, push, pull and carry 50+ pounds.

Ability to climb, crouch, crawl, balance and kneel.

BENEFITS

Based on experience

Annual membership to the center

Discounts with our partners