



DIVISION OF STUDENT AFFAIRS

Climbing Wall Specialist

Job Title: Climbing Wall Specialist

Hourly Pay Rate: \$8.25

Job Summary

Climbing Wall Specialists are responsible for monitoring all activities at the Climbing Wall area within the Swann Fitness Center at Clemson University, ensuring safety, cleanliness, and organization of equipment, storage areas, and recreation area. Specialist also provide excellent customer service, belay top rope climbers, and enforce facility policies. Additionally, there are opportunities for Climbing Wall Specialists to instruct belay certification clinics and assist with route setting. Climbing Wall Specialist must obtain lay responder level CPR, AED, and First-Aid certifications or higher within 30 days of hire.

Employee Expectations

Climbing Wall Specialist will demonstrate outstanding customer service and high levels of professionalism. Assistants are expected to be mentally, physically, and emotionally prepared at all times to perform their job duties. Specialist shall demonstrate a willingness to positively interact with patrons as well as other student staff members in the department.

Qualifications / Certifications

- Previous experience working in customer service preferred
- Available for 3 to 6 shifts or 6-12 hours per week
- Must hold a current American Red Cross certification in CPR/AED/First Aid, or be able to acquire certification within 30 days of hire
- Personal characteristics including: positive attitude, outgoing personality, attention to detail, and strong work ethic
- Perform some tasks that require physical labor, including belaying patrons
- Interest in rock climbing preferred

General Job Responsibilities

- Consistently uphold all Campus Recreation department policies and procedures for participants and maintain employee expectations
- Attend all staff trainings, meetings, in-services, and shifts as scheduled
- Maintain up-to-date availability on employee scheduling software
- Remain visible and approachable to patrons whom have questions, concerns, and/or complaints and practice effective communication and conflict resolution
- Respond to emergencies and assist Recreation Supervisor to secure the building in the case of a facility-wide emergency
- Be alert to disorders, injuries, and inappropriate behavior and respond as trained or report to supervisor accordingly
- Demonstrate commitment to excellence, service, and professional appearance standards

- Maintain an accurate inventory of all equipment and report equipment needs supervisor(s)
- Greet participants, ensure participants have completed an annual waiver before participating, check out/in appropriate equipment through Fusion software, and offer to belay for any tope rope climbing participants
- Be alert to risk management and safety concerns with bouldering and top rope climbing
- Complete daily equipment inspection and rope usage logs
- Ensure equipment and storage area neat and organized
- Complete all cleaning responsibilities and shift checklists
- Strive to obtain personal, professional, and departmental goals
- Check e-mail daily for departmental and staff updates and respond in a timely manner
- Complete semester evaluations and staff quizzes and/or surveys
- Other duties as assigned