

# BLUESTEM BOULDERS

**At Bluestem Boulders, our mission is to inspire and nurture a vibrant climbing community through accessible, high-quality climbing experiences. We are dedicated to fostering a welcoming environment where climbers of all backgrounds and skill levels can connect, challenge themselves, and grow. By prioritizing inclusivity and community engagement we aim to build not just stronger climbers, but stronger bonds within our community.**

## **OPERATIONS ASSOCIATE/ROUTESETTER**

As an Operations Associate and Routesetter, you will play a vital role in designing and setting boulders that challenge and inspire our climbing community. Collaborating closely with our team, you'll create innovative and engaging routes that promote skill development and enhance the overall climbing experience. Your creativity, attention to detail, and passion for climbing are essential to our mission.

In this position, you'll be responsible for welcoming and servicing customers while maintaining a clean, safe, and presentable facility. Duties include processing transactions, selling memberships and services, and providing excellent customer support. You will help foster a welcoming and inclusive environment by greeting all customers and treating every climber with respect.

### **SETTING DUTIES:**

- Assist with wall maintenance tasks, including stripping the wall and washing holds
- Collaborate with the route setting team to design and set climbing routes for various skill levels and styles
- Give and receive constructive feedback effectively throughout the route-setting process
- Desire to deepen understanding of climbing movement
- Recognize personal strengths and weaknesses in climbing and accurately assess the difficulty of boulders
- Help maintain an organized workspace
- Collaborate with coworkers and support team efforts
- Interact positively with customers and represent the community well
- Occasionally work additional hours, including nights and weekends, for events

### **OPERATIONS ASSOCIATE DUTIES:**

- Greet and welcome all guests in a friendly and professional manner
- Assist customers with inquiries about memberships, classes, and events
- Provide information about gym policies and procedures

- Process new memberships and renewals, ensuring accurate data entry
- Handle payment transactions
- Assist members with account-related questions and concerns
- Ensure proper check-in procedures
- Maintain the cleanliness and organization of the gym
- Report maintenance issues or concerns to management
- Communicate effectively with team members to ensure a smooth operation
- Relay customer feedback and suggestions to management
- Manage the rental of climbing gear, ensuring proper fitting and maintenance

### **QUALIFICATIONS:**

- At least 18 years old
- Passion for climbing
- Comfortable engaging with members of the community
- At least 3 years climbing experience
- NO SETTING EXPERIENCE REQUIRED
- Ability to climb many styles
- Teamwork and communication skills
- Ability to receive and implement feedback gracefully
- Desire to continually work to improve own climbing and setting skills
- Ability to lift heavy objects overhead, walk on uneven padding, and operate safely on a ladder

### **COMPENSATION AND BENEFITS:**

- \$15/hour
- Free membership
- Discounts on retail items
- Industry discounts/pro deals with partners in the outdoor industry