



CLIMBING WALL SPECIALIST

Job Summary and Employee Expectations

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 Specialists must obtain lay responder or higher CPR, AED, and First-Aid certifications within 30 days of hire.**



Job Responsibilities

- Interest in rock climbing preferred
- 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