

Inner Peaks Noda –FACILITY MANAGER

Job Description: Facility Manager

Hours: Full Time Salaried, Exempt

Compensation: DOE, starting at \$42k/ year

Location: Charlotte, NC

We're opening a brand new 20,000 sq. ft. bouldering and fitness facility in the Noda area of Charlotte and we are looking for a passionate, self-motivated candidate to lead an enthusiastic and hard-working team.

Our new facility will provide adult and youth programming in an inclusive, community-focused experience.

Inner Peaks Noda will be the third Charlotte based location for the Climbing Collective; A Philadelphia-based group focused on the continued development of rock-climbing/alternative fitness facilities throughout the Eastern seaboard.

ABOUT THE CLIMBING COLLECTIVE

We're a tight-knit team of nerds, adventurers, critical thinkers, community-builders, and creative problem-solvers who are passionate about sharing our love of climbing. We come from ALL walks of life (from teaching to art to finance, from service industry to retail to law, and everything in between), and we know that it's our diversity and unique experiences that make our team great.

Our mission is to foster meaningful human connection through inspiring and inclusive climbing, alternative fitness, and community spaces. We create joyful places and pathways for climbing, fitness, and social experiences that inspire people to challenge themselves and engage in a lifestyle centered around health, friendship, and purpose.

We currently own and operate the Philadelphia Rock Gyms, which has five locations operating in the Philadelphia area, and Inner Peaks, which has two locations in the Charlotte area. We are rapidly growing and need quality employees to add to our team.

WHAT YOU'LL DO

The Facility Manager is responsible for all aspects of staff management, customer experience, and the physical environment of the Inner Peaks Noda. The FM leads the gym's management team, supporting employees at all levels of the organization in their roles and responsibilities. The FM is in charge of the continued development, improvement, and implementation of the systems, operations, and safety procedures at the gym. It is of paramount importance that the FM establishes and maintains a culture of collaboration, respect, and safety among the gyms' staff and community. The FM is the local culture carrier and primary liaison between Climbing Collective central services and the local gym.

- Management Leadership and Vision: Lead a high-performance team with the shared goal of running the highest-quality gyms in the industry, while fostering a healthy, progressive, and innovative workplace culture
- Business Strategy and Revenue Growth: Create, identify, and implement strategies for growth while monitoring the financial health of the location
- Customer Experience: Foster a welcoming, inclusive community within the walls of Inner Peaks Noda through robust relationships and exceptional customer service
- Operations Development and Oversight: Develop and maintain a clean, organized facility and ensure that all operations run efficiently to ensure that the customer experience is maximized
- Employee Development and Oversight: Hire and develop a team of knowledgeable, capable, and enthusiastic staff
- Risk Management: Implement all risk management procedures provided by the Climbing Collective with an eye for detail that will make your mother proud
- Community Ambassador: Lead management and staff to understand, maintain, and grow the culture and community of Inner Peaks Noda through robust interpersonal relationships

WHO YOU ARE

- A leader: You are passionate about your goals, and through a clear vision and strong communication skills, are able to inspire and motivate others toward a positive outcome
- A go-getter: You display a strong work ethic and positive attitude
- A people-person: You are serious about providing outstanding customer service and excellent communication skills
- A proactive organizer: You achieve administrative excellence through being organized, motivated, and goal-oriented
- A problem-solver: You have the ability to adapt to a constantly evolving workload, aptitude for identifying priorities in a regularly changing environment, and readiness to respond to unexpected needs

WHAT YOU HAVE

- Experience in business management and staff development
- Minimum of 2 years' experience in climbing specific instruction for both children and adults preferred
- Weekend availability, as needed
- Current First Aid, CPR, and AED certifications, required within 30 days of hire date

WHY Inner Peaks?

We're a fun, adventurous, hard-working (and, may we add, hilariously witty) team of people who want to share our amazing community with the world.

We have a deeply ingrained belief that you should work somewhere you LOVE because life is too short not to.

We offer:

- ❑ Competitive full-time salary
- ❑ Employer subsidized healthcare
- ❑ Paid vacation
- ❑ Bonus programs
- ❑ Free Membership for you and your partner/children
- ❑ Employee gear and merchandise discounts in-store and pro-deals with industry retailers
- ❑ Paid training
- ❑ Upward mobility: We are rapidly growing and need quality staff to promote.
- ❑ A work environment where community, respect, and balance are core values

You will be a vital member of our team and community. Hit that Apply button. We'd love to meet you.

Please apply via the online form on the Inner Peaks Employment page.

Candidates may also apply via email to kevin@innerpeaks.com; include "Noda Facility Manager Application" in the subject line. Application window closes April 30th , 2024. Position start date: Summer 2024