Climbing Office Staff

Pay Rate: $16-20 per hour
Hours of work: Part-time (5-15 hours per week), weekdays & weekends
Duration of Employment: Late August through April, potential to continue through June

A. NATURE & SCOPE

The Outdoor Centre is looking for customer service staff for the climbing department. Climbing office staff work to maintain, monitor, and familiarize clients with the climbing facilities on campus. Shifts available vary with current needs, but a minimum availability of five hours per week is required. These positions are ideal for students or those looking for climbing gym work experience.
Successful hires will report to the Climbing Facilities Supervisor and the Outdoor Centre Manager

B. CHARACTERISTIC DUTIES AND RESPONSIBILITIES

- Work independently and as part of a team to provide high-quality orientations
- Conduct top rope and lead belay tests
- Check clients into the bouldering and climbing walls
- Complete multiple area checks during shifts to ensure safety and proper usage of facilities
- Complete basic maintenance and cleaning of climbing equipment and facilities
- Complete rope and equipment checks
- Assist clients in climbing gear rentals and retail purchases

C. QUALIFICATIONS

- Strong interpersonal and communication skills
- Exceptional customer service skills and attention to detail
- Willingness to learn new things and be part of a team
- Ability to lift more than 25 pounds
- Passion for and experience in top roping, lead climbing, and bouldering
- Current Intermediate (Standard) First Aid & CPR certification
- Previous customer service experience preferred
- ACMG CGI1 or CWA CWI 2 certification an asset
- Previous experience working at a climbing facility an asset

Apply by 1 August for best fall 2025 availability, but applications will also be accepted on an ongonig basis while positions remain available. Successful candidates will be contacted for an interview.
Please submit resume and cover letter outlining your climbing experience to Sam at ocprograms@ucalgary.ca