Job title: Rock Climbing Associate

**About the job**

At **Public Lands** you can turn your passion for the outdoors into a career. Our mission is to celebrate and protect our public lands, ensuring everyone can explore our great outdoors.  
  
We are committed to creating an inclusive and diverse workforce, reflecting the communities we serve. On our team, everyone plays a critical role providing genuine, helpful, and friendly service to equip explorers of all levels for their next adventure outdoors.  
  
If you are ready to make a difference and take the next step in your career, apply to join our team today!  
  
**Overview  
  
ROLE RESPONSIBILITIES:**As a Climbing Associate, you will drive the engagement, training and educational programs for both teammates and customer in all aspects of climbing. As a climbing associate, you are responsible for monitoring climbing activities and providing assistance to climbers. You will direct the workflow and oversee the daily operations of the climb department under the direction of the Lead within your department and the Assistant Store Manager. Additional responsibilities include driving results, ensuring Company standards, and assisting in other operations as needed.

* Responsible for driving the highest level of customer service within the department while engaging in behaviors that are in-line with company’s service and selling standards.
* Ensure the customer experience includes product experts who provide consultative advice while demonstrating excellent product knowledge.
* Instruct climbing techniques for explores of all ages and experience levels.
* Teach instructional lessons as needed or requested.
* Uphold company standards for merchandise presentation, showcasing the best apparel and equipment brands in sporting goods through following established floor sets, signing requirements, price changes, replenishment and recovery processes, in-stock, etc.
* Assist Climbing lead with team-building events at the rock wall with guides.

**Operations**

* Identify and correct any safety concerns with the rock wall and climbing equipment by maintaining Company loss prevention standards and controls.
* Adhere to established policies and procedures related to safety, loss prevention and standard operating procedures. Maintains confidentiality of all Company information.
* Create an inclusive store environment where everyone (teammates and customer) feels welcome, safe, and is treated with respect.
* Take an all-hands-on-deck approach to support the team across the store.
* Perform other tasks as assigned by management.

**Physical Security & Safety**

* Assist in creating, maintaining and ensuring compliance of safety related standard operating procedures for the building, service areas, climbing wall and field.
* Ensures the safety and security of teammates, athletes and property per local regulations.
* Ensure all certifications are completed and up to date.

**Teammate Traits**Our traits set the bar as to what great teammates look like. They define the behaviors that can drive our business while ensuring a great teammate and athlete experience. Here are the traits we look for in our store teammates:

* Ensures Accountability
* Customer-Focus
* Collaborative
* Instills Trust
* Decision-Quality/Decision-Making Abilities
* Action-Oriented

**Qualifications**

* Prior retail experience preferred
* Climbing certification required
* Applicants must be at least 18 years old to comply with applicable labor laws and job-specific requirements.