

Climbing Wall Attendant

Position Summary

Under the supervision of the Climbing Director, the climbing wall attendant is responsible for maintaining safety standards and providing exceptional member service to all participants of the Y's climbing and outdoor programs. The climbing wall attendant provides climbing instruction, facilitates after-school classes or other climbing programs, supervises the wall during open climbing hours, provides private lessons, instructs members of best climbing practices, upholds climbing wall rules, and maintains and monitors rental and climbing equipment.

Qualifications

- Must be 16 years or older.
- Must have good interpersonal and communications skills and be sensitive, adaptable, professional, and articulate when dealing with others.
- Ability to respond to safety and emergency situations.
- Ability to build genuine relationships with participants and maintain a welcoming environment with people from all walks of life.
- Versatility, flexibility, and a willingness to work enthusiastically within constantly changing priorities.
- Must be able to safely oversee multiple patrons utilizing the wall.
- Ability to handle multiple tasks simultaneously and to prioritize appropriately.
- Must have effective conflict resolution skills.
- Ability to attend required training sessions that meet outside of a regular work schedule.
- Must be able to work autonomously within the YMCA core values of Caring, Honesty, Respect and Responsibility.
- Current CPR/AED certification or ability to become certified within the first 90 days.
- Current belay certification on or before first shift.

Essential Functions

- Enforces and follows Y safety policies and procedures at all times.
- Completes equipment inspection when used and according to inspection schedule and logs data appropriately in Climbing Wall Equipment Log.
- Confidently assure correct belaying techniques at all times.
- Test participants' skills prior to allowing them to engage in climbing wall activities.
- Safely ascends wall and bouldering cave for setting routes, using industry standard techniques.
- Implements character development and the values of Caring, Honesty, Respect and Responsibility in all programs and activities.
- Embraces new approaches and discovers new ideas to create a better member experience.
- Uses Listen First skills effectively with staff, volunteers and participants
- Promotes the Y mission and cause in all interactions.
- Learn member's names and use them frequently.

- Conveys basic knowledge of all program areas to members and participants and refers members as appropriate to Y program staff or staff members.
- Connects members with other members with similar wants, needs, and interests to create small communities inside and outside of the Y.
- Ensures that the climbing area and equipment are clean and secure at the end of each shift.
- Responds to emergency situations according to Y practice and policy.
- Works productively and demonstrates responsible actions by consistently performing duties in a safe and conscientious manner within the agreed upon timeframe; follows standards, policies and procedures; is reliable and consistently punctual; actively and appropriately participates in staff meetings.

Work Conditions and Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to thrive in an environment with the unique challenges of a non-profit community service organization.
- Visual and auditory ability to respond to critical incidents and physical ability to act swiftly in emergency situations.
- Ability to stand or sit while maintaining alertness for several hours at a time.
- Ability to walk, stand and sit for periods of time.
- Position may require bending, leaning, kneeling.
- Ability to speak concisely and effectively communicate needs.
- Must be able to lift and carry food and supplies weighing up to 50 pounds.
- While performing duties, the employee will be exposed to water, cool or very hot temperatures, and may be exposed to direct UV sunrays.
- Specific vision abilities are required for this job. The employee must be able to see close up and at a distance and have clear peripheral vision.
- The noise level is moderate to loud and requires acute hearing skills

Youth Programs, Camps, and Special Events Responsibilities

The Climbing Wall Attendant may also support youth-focused programming and special events, including but not limited to climbing clubs, day camps, after-school programs, birthday parties, adaptive climbing sessions, community events, and other group experiences.

- Provides age-appropriate instruction and supervision for youth participants in camps and after-school climbing programs.
- Creates a safe, inclusive, and engaging environment for children and teens with varying skill levels and abilities.

- Assists with planning and facilitating climbing-based activities that support skill development, confidence, teamwork, and fun.
- Works collaboratively with camp counselors, youth program staff, volunteers, and caregivers to ensure a positive experience for all participants.
- Supports adaptive climbing programs by assisting individuals with physical, cognitive, or sensory disabilities using adaptive equipment and inclusive practices.
- Facilitates private events such as birthday parties and group bookings, including safety orientations, instruction, and supervision.
- Demonstrates patience, enthusiasm, and strong communication skills when working with youth and families.
- Upholds YMCA youth safety policies, behavior management guidelines, and mandatory reporting requirements at all times.

Part Time - Non-exempt: 4-20 hours/week

Membership Included

Open until filled

Email cover letter and resume to acrockett@wooddriverymca.org

Employee _____ Date: _____

Supervisor: _____ Date: _____