

BOULDER CO. HAMILTON

DUTY MANAGER

POSITION DESCRIPTION

Background:

Boulder Co. Hamilton is a large commercial indoor bouldering facility, fitness gym and cafe/bar located in Te Rapa, Hamilton.

Boulder Co. provides a fun and safe environment to experience world class climbing and to socialise with an active local and international community.

Duty Managers, in collaboration with the Manager, Cafe Manager and Directors, are responsible for ensuring the day to day operation and overall success of the Boulder Co. Hamilton and its Cafe and Bar.

- The **Duty Manager** role is offered as a full-time permanent position, or Part-Time position, including mornings, evenings, weekday and weekend shifts.
- The position is located at **Boulder Co. Hamilton, 15 Maxwell Place, Te Rapa, Hamilton.**
- This position reports to the **Manager.**

Roles and Responsibilities:

Responsibilities for the role will include, but not be restricted to:

Assisting with managing the cafe and gym on a day-to-day basis, including:

- Managing and monitoring the ongoing level of hygiene and health and safety in the facility.
- Operating our online customer management systems.
- Sales of climbing goods, entries, memberships, food and drink.
- Ordering and stock management.
- Creation and serving of food and beverages.
- Managing the facility and staff team when on shift including opening, closing and cash-up duties.
- Introducing and welcoming new and existing customers to the facility with industry leading customer service.
- Completing and maintaining the highest level of safety and safety inductions for all visitors.
- Assisting with cleaning and general maintenance of the facility where needed.
- Contributing to a positive workplace culture by leading other members of staff in their daily operations.
- Developing and maintaining relationships and goodwill with customers, suppliers and stakeholders.
- Acting as the legally appointed Duty Manager for the sale and supply of alcohol.

Essential Skills and Experience:

- **Passion for the industry** - Ideal applicants will be keen members of the global climbing community and have a passion for the sport of bouldering and the growth of the industry.
- **Hospitality management experience** - Experience managing a hospitality team of staff including ordering, cash handling, barista training and other relevant skills.
- **Safety adherence** - Experience of working under a safety management system and food safety plan, which takes all practicable steps to avoid harm to customers, staff and public.
- **Team player** - Excel at working collaboratively with others and actioning team goals.
- **Exceptional interpersonal skills** – Provide positive, and industry leading interaction with customers, staff and vendors.
- **Current first aid certificate** - Able to deal with incidents and emergencies in an educated and professional manner.
- **NZ Resident or Work Visa Holder.**
- **Holding a current LCQ Duty Managers certificate is desired.**

Remuneration:

At or above industry standards.

Start Date:

TBC

Contact:

Resumes and general inquiries can be forwarded before 11th September

Travis Rangi

Boulder Co. Hamilton Manager

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