

BOULDER CO. CHRISTCHURCH

ASSISTANT MANAGER

POSITION DESCRIPTION

Background:

Boulder Co. Christchurch is a large commercial indoor bouldering facility, fitness gym and cafe/bar located in Riccarton, Christchurch.

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

- The **Assistant Manager** role is a full time permanent position of **40** hours per week. The role includes rostered shifts as a Duty Manager that will make up to 20 hours per week. Any remaining hours will be available for fulfilling duties as defined in this position description.
- The typical working times will be negotiated as shifts on any five days of the week, and could include some late nights, early mornings and weekend shifts when required.
- The position is located at **Boulder Co. Christchurch, 179 Blenheim Road, Riccarton, Christchurch.**
- The Assistant Operations Manager will provide assistance to the Operations Manager and is a direct report for all Wall Assistant staff.
- This role reports to the Operations Manager.

Job Overview:

The Assistant Manager at Boulder Co. Christchurch plays a pivotal role in supporting the Operations Manager and contributing to the smooth, safe, and successful operation of the facility. This includes oversight of daily operations, financial processes, staff coordination, and event coordination across the climbing gym, fitness space, café, and bar.

Working closely with the Operations Manager, the Assistant Manager helps ensure that all aspects of the business align with the values, safety standards, and strategic goals of Boulder Co. The role involves hands-on supervision of core operational functions such as rostering, payroll, training, health and safety, and event logistics.

Role Focus and Goals:

- Foster a safe, inclusive, and inspiring environment for both customers and staff to uphold Boulder Co.'s reputation for outstanding customer service and community engagement

- Ensure efficient and consistent day-to-day operations across all departments
- Champion best-practice safety systems and operational processes to support sustainable growth

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

- Act as the primary point of contact for staff
- Assist with staff rostering across the wall, café, and coaching teams, ensuring coverage and efficiency
- Support staff onboarding, training, and ongoing development; communicate operational updates clearly and consistently
- Monitor and maintain high standards of health, safety, and hygiene throughout the facility
- Contribute to administrative tasks including timesheet approvals, banking, membership queries, and invoice management
- Coordinate with the Operations Manager on group bookings and special requests
- Oversee facility cleanliness and maintenance, stepping in where needed to uphold standards
- Assist with planning and delivery of events and competitions
- Collaborate with relevant team members to manage inventory and presentation of the pro shop and café
- Lead by example to promote a positive, respectful, and high-performing workplace culture
- Build and maintain strong relationships with customers, suppliers, and community stakeholders

Whilst working Duty Manager shifts, the following roles and responsibilities will also include:

- 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.
- 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

Climbing experience - An understanding of setting at a commercial facility, and ensuring climbs are suitable for the relevant clientele.

Hospitality experience - Experience in a hospitality environment including ordering, cash handling, barista training and handling alcohol.

Safety adherence - Experience of working under, and maintenance of a safety management system which takes all practicable steps to avoid injury to customers, staff and public. Capable of recognising and neutralising hazards in a climbing and fitness environment.

Team player - Excel at working collaboratively with others and actioning team goals.

Leadership - Excel at leading a team of staff and managing issues arising from day to day operations.

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 and Duty Managers certificate (preferred)

Remuneration:

At or above industry standards

Start Date:

Negotiable, before 30 November 2026

To Apply:

Applying early helps. We're reviewing applications as they arrive and may appoint before the close, as soon as the right person comes along. Applications close 30 October 2026.

For more information or to send in your application, contact: Anna Scheirlinck
manager@bouldercochristchurch.co.nz