



EMPLOYMENT OPPORTUNITY

Customer Experience Specialist Gilbert

Job Title: Customer Experience Specialist

Reports to: General Manager

Location: Alta Climbing and Fitness - Gilbert

Alta is looking for motivated, positive, hardworking individuals to come and join the Alta Family as a **Customer Experience Specialist**. At Alta we are down to earth, fun, family-oriented people who **Always Live The Adventure**, and want to help others live it too!

What You'll Do:

- Work at the Front Desk and assist other departments such as Youth Programs, Facilities, and Routesetting to create a unique experience for all members and guests with an inviting smile and positive energy;
- Assist all members and guests with the check in process;
- Ensure all members and guests are assisted with transactions, questions, and concerns in a timely and professional manner;
- Manage the inherent risks involved with climbing;
- Manage members and guest's allotted climb time (i.e. reservations and open & closing times)
- Help fellow coworkers, keep each other accountable, and communicate efficiently;
- Maintain all current policies and procedures concerned with customer facing cleanliness and sanitation including but not limited to the use of personal protective equipment (PPE);
- Take initiative to help the team progress to our shared purpose – **We climb higher by lifting others.**

Who You Are:

- **Attitude** - Maintain a positive one;
- **Live by example** – always show integrity; keep yourself and others accountable;
- **Together we can climb higher** – Lift those around you;
- **Active healthy and happy lifestyle;**
- **Build personal connections** with members and guests;
- **Provide excellent customer service;**
- **Solve problems and think fast on your feet;** take initiative without prompting;
- **Work well in both an individual and a collaborative environment;**
- **Communicate effectively.**

**3193 South Ranch House Court
Gilbert, AZ 85295
(480) 525-ALTA**



Your Time Commitment:

- A minimum of 12 hours per week;
- Attend quarterly staff meetings.

Perks of Being part of the Alta Family:

- Free membership;
- Discounts on retail and gear;
- Staff climb nights and events;
- Growth opportunities are available to any staff member that is committed to the team and has a desire to succeed.

Employee Conduct:

Alta employees are responsible for following rules of conduct based on honesty, good taste, fair play, courtesy, safety, and professionalism when interacting with co-workers, customers, and vendors.

Customer Experience Specialists are “safety sensitive” positions and requires the employee to be drug free. Pre-employment drug tests will be performed for all employees. Violations will result in non-compensated suspension or dismissal.

[APPLY HERE](#)

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