



EMPLOYMENT OPPORTUNITY

Customer Experience Specialist

Sender One SNA

Job Title: Customer Experience Specialist

Reports to: Customer Experience Manager

Location: Santa Ana (SNA)

Sender One Climbing is looking for enthusiastic, self-motivated, and proactive Customer Experience Specialists to join the Sender One team. This is a Sender One SNA based position and the ideal candidate is someone who is passionate to climb and provide the best climbing & fitness experience.

What You'll Do:

- Work at the Front Desk and in Sender City 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 and health screening 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 - discover ourselves and connect with others through climbing.

Who You Are:

- Build personal connections with members and guests;
- Provide excellent customer service;
- Solve problems and think fast on your feet;
- Work well in both an individual and a collaborative environment;
- Communicate effectively;
- Keep yourself and others accountable;
- Take initiative without prompting.

Your Time Commitment:

- A minimum of 12 hours per week;
- Work at least one weekend day (Sat-Sun) per week and must be available the full day;
- Attend quarterly staff meetings.

Perks of Being on the Sender One Team:

- Free membership for you and one other (significant other or family member);
- Discounts on retail and gear;
- Staff-only 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:

Sender One 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.

APPLY HERE