



EMPLOYMENT OPPORTUNITY

Customer Experience Shift Lead

Sender One LAX

Job Title: Customer Experience Shift Lead

Reports to: Customer Experience Manager

Location: Los Angeles (LAX)

Sender One is looking for an enthusiastic, self-motivated, proactive Shift Lead to join our Customer Experience Team! This is a Sender One LAX based, non-exempt, part-time position. The ideal candidate is someone who is passionate about what they do and can provide Customer Experience leadership while working for a fast-growing company.

What You'll Do:

- Work regular shifts 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
- Lead by example - motivates and inspires staff
- Ensures that shifts run efficiently, and checklists are completed
- Serves as the point person to resolve customer questions or disputes that escalate beyond what the frontline staff can handle
- Is an expert in Sender One's offerings and policies to better assist customers and answer their questions
- Communicates any operational, customer service, risk management, and staff problems with CX Manager

You Are Someone Who:

- Embodies our Core Values;
- Motivates and leads others;
- Is passionate about customer service and the climbing gym industry;
- Sets goals, prioritizes tasks and projects, and measures results;
- Solves problems and thinks fast;
- Works efficiently with attention to detail;
- Works well in both an individual and a collaborative environment;
- Thinks independently and creatively;
- Functions at a high level in stressful situations;

- Takes initiative without prompting;
- Embraces change when necessary and manages it when it comes.

Experience You Bring:

- At least 1 year of leadership or supervisory experience in a customer service industry
- Excellent customer facing experience and skills

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
- Discounted membership for immediate family (parents, children, siblings)
- Discounts and Pro-Deals on retail and climbing/outdoor gear
- 30% off staff discount in our retail shop
- Staff climb nights
- At 30+ hrs/week, additional benefits include:
 - Health, Dental, and Vision Insurance
 - Life Insurance and Pet Insurance referral (FIGO)
 - 401k (*temporarily not matching due to Covid/closures*)
 - Accruing PTO (Vacation)
 - 2 Personal Days a year

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