

Tuesday, April 10, 2018

Community Specialist

Company: Brooklyn Boulders Queensbridge
Location: Long Island City, NY

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OUR STORY: In 2009 Brooklyn Boulders (also known as "BKB") opened its first facility in an old newspaper factory in Brooklyn, NY. Since then, we've grown and evolved beyond what we even thought was possible. Inspired by climbing and community, we're setting out to revolutionize the climbing and fitness industries by integrating them with unique art, culture, and entrepreneurship experiences.

We live and breathe our CORE VALUES. They're what makes BKB...BKB!

GET WEIRD Be yourself. BKB is your creative playground.

CO-CREATE Trust your team. Results are stronger when we collaborate.

BE RELENTLESS Take risks. Fall hard. Get back up.

MAKE IT BEAUTIFUL Create something extraordinary. Be proud to share it. Never stop improving.

ATTITUDE IS EVERYTHING Approach challenges with confidence and grit.

INSPIRE

WE ARE: Combining work, life, and play. We're creating and fostering a diverse community of climbers, creatives, fitness enthusiasts, and entrepreneurs all under one roof. Our community is our lifeblood. Whether it's through special events, climbing classes, or everyday interactions in our collaborative workspaces, our work is motivated by our commitment to providing them with inspiring experiences and exceptional opportunities.

We raise expectations above the commonplace. Using inspiration and belonging, we enable people and their communities to achieve higher levels of experience, whether as a climber, creative, fitness enthusiast, or entrepreneur.

WHO WE'RE LOOKING FOR:

The Community Specialist position is responsible for introducing all Brooklyn Boulders' guests to the Brooklyn Boulders' Experience, welcoming them into our warm and open community. They transform our community members' experiences from mundane to extraordinary!

It's time to get weird with Brooklyn Boulders.

Responsibilities:

- Achieve personal and team based daily and monthly sales/experience goals.
- Support the Experience Manager and Tier 3 Community Specialists by carefully implementing and/or monitoring of experiments and initiatives.
- Learn, maintain, and improve knowledge of every experience, event, access item, membership and retail offering, including process to sell and other associated policies.
- Maintain and improve facility operational knowledge required to maintain the facility, manage retail, run events/programming, distribute gear and other operational duties.
- Project a positive, constructive attitude, embrace change and present solutions to pain points that will enable the success of your team or deliver increased community value.
- Track and report guest and member experiences, recommendations, interests and their results.
- Manage risk in the facility including risk mitigation, deescalating risky situations and performing belay certifications
- Execute Facility Orientations for new guests to introduce Brooklyn Boulders.
- Present value-matched products/services to guests and members including temporary promotions.

YOU HAVE:

- Excellent written and verbal communication skills.
- 1 to 2 years experience sales and/or hospitality.
- Experience using MindBody Online (or another POS system) and/or CRM software for account management strongly encouraged
- Knowledge and experience in the rock climbing, fitness, and/or entertainment industries - a plus but not required!

ATTITUDE IS EVERYTHING and the COMMUNITY SPECIALIST is...

- Excited, self-assured, and enthusiastic.
- Able to balance sales goals, while keeping our community members' best interests at the forefront.
- Not afraid of achieving tough, demanding goals, and has a desire to continue "raising the bar".

Though our Team Members come from a wide range of experiences and are as unique as our business, we are all united under our ultimate promise: belonging and inspiration through experiences that engage imagination, passion, and physical potential! If you're excited by the prospect of co-creating with a hard-working, driven team of individuals, we're excited to talk with you about a future at Brooklyn Boulders.

*PLEASE APPLY DIRECTLY THROUGH OUR CAREERS PAGE VIA THE FOLLOWING LINK:

<https://recruiting.ultipro.com/BRO1019BLLC/JobBoard/1e6fd8fb-3d9e-4c4a-b627-4b9ba8ffb211/Opportunity/OpportunityDetail?opportunityId=8550f1c2-db63-45ac-a4fe-1ffdfcaee9a2>

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