

OFFICE ASSISTANT & VIA FERRATA INSTRUCTOR

Position

Office assistant & Via Ferrata climbing instructor with Southeast Mountain Guides in the Red River Gorge, KY

Employment Information

This position is LOCATED IN CAMPTON KY. Although the hours will fluctuate between 25-45 hours over 3-5 days per week including weekends, one can expect about 32 hours and 4 days. This position is also seasonal (March 1st through December 1st); however, we are looking to fill long-term employment (not solely one season).

About Southeast Mountain Guides

Our mission is to help people who want to experience rock climbing or become rock climbers. At Southeast Mountain Guides (or "Southeast"), we believe in connecting authentically with people; therefore our crew is made up of professional, servant leaders who are hardworking team players.

We offer **Via Ferrata** (cabled climbing system), **Guided Rock Climbing**, and **Guided Rappelling** services in the Red River Gorge, Kentucky; a world-class destination for both rock climbing and hiking.

Position Description

This is a rather unique position in which you get to have the responsibilities of a dual work experience. As a Via Ferrata Instructor or "VFI" you get to work outside, facilitating the client's experience. As an office assistant you also get to work in an office setting while answering the reservation phones and responding to emails.

Making this position great for those that...

- Like a little variety in their work week
- Are enthralled by working for an outdoor based organization
- Are seeking to work directly with clients
- Desire to grow in and with a company

Position Responsibilities

As an Office Assistant

- Ensure proper execution of operations as a daily lead
- Take reservations and help clients/potential clients via phone, email, text message, & in person
- Greet and check-in clients; ring in cash register sales
- Create and expand social media content
- Purchase supply items
- Maintain basic bookkeeping records
- Ensure the facility's clean and professional appearance
- Regularly communicate with & meet with Southeast leadership member(s)

As a Via Ferrata Instructor

- Facilitate 45-minute hands-on Via Ferrata orientations to clients
- Supervise clients as they climb the Via Ferrata course and provide correction as needed

- Perform Via Ferrata rescues (provide aid to clients) by climbing to the client, hauling them with a rope and 3:1 haul system, and lowering them to the ground
- Clean and inspect climbing equipment
- Clean, tidy, and help maintain the facility and grounds
- Basic manual labor such as trail maintenance and weedeating

Minimum Qualifications

- Passion for rock climbing; thorough understanding and knowledge base of rock climbing
- Passion for office-related tasks
- Personality that is in alignment with Southeast's core values which includes an understanding and passion for Southeast's services and mission
- Phenomenal people skills including the ability to connect authentically to our clients and also to communicate effectively with all crew members
- Physically fit to perform all job responsibilities
- Enjoyment for working outside in all weather elements
- Desire to work for multiple seasons and grow in and with the company

Preferred Qualifications

- Moderate to extensive climbing experience
- Experience teaching or working closely with people
- Office assistant and/or customer service experience
- Familiarity with the Red River Gorge area

Hours/Pay/Schedule

The base pay is **\$14 per hour**. Although the days and hours will fluctuate on a weekly basis, this position can expect approximately 32 hours over 4 days per week. Overtime occurs over 40 hours and is paid at time and a half.

How to Apply

Complete the application found on our website:

<https://www.southeastmountainguides.com/employment/> and email to Nicole Meyer

nicole@southeastmountainguides.com If you have any questions or wish to contact us, you may call 606-668-6613.

Interview Process

The interview process for this position consists of approximately 3 total interviews. Not all interviews need to be completed in-person, meaning virtual meetings are acceptable. The interviews typically follow this format: Initial Interview, Via Ferrata Interview, Culture Fit Interview.

Training Process

The training for this position will consist of 2-3 weeks of training followed by 1-2 month(s) of intermittent mentorship. Training pay starts at \$11 per hour with advancement as training is progressed. Most candidates do not remain with a training rate for long.

Position starts March 1st with the training starting mid-February. Exceptions may be applicable to certain candidates, or hiring timeframes.

We look forward to reviewing your application!