



## **Job Description**

### **Front Desk Staff (Part or Full time)**

**Phnom Penh, Cambodia**

Phnom Climb Community Gym is Cambodia's only indoor climbing facility. As the Front Desk Staff, you are the face of Phnom Climb for all customers and members. You will welcome our guests and help to provide an excellent experience to them.

At Phnom Climb, we pursue a high standard of safety and customer service. Our vision is to create a vibrant and diverse climbing community in Phnom Penh. You will have the opportunity to work with an amazing young, aspiring team within a growing community international and local climbers.

We are looking for an energetic individual with a fun personality to work part-time or full-time as a Front Desk staff. This is a great opportunity for university students looking for work experience. We are looking for someone who is driven to learning new skills in a dynamic environment, passionate about sports, and a team player who is committed to working hard.

### **Responsibilities**

- Provide excellent customer service
- Answer questions and inquiries from parents and customers about kids programs
- Operate the POS and collect payments from customers
- Manage cash expenditures for the gym and correctly record them in our books
- Write invoices and receipts for customers
- Maintain knowledge of gym programs and services in order to explain fully to customers
- Maintain a clean and organized gym environment for all customers
- Answer phones, take messages, schedule groups, parties, students for classes/events
- Make sure that gym safety rules are being followed & look out for people who are not following the safety rules of the gym
- Report any issues or concerns to the rest of the staff and CEO
- Assisting CEO in any additional administrative tasks

### **Qualifications and Skills**

- Strong customer service and communications skills
- Trustworthy, hard-working and dependable to complete all assigned tasks
- Good written and spoken English



- Outgoing and relational personality - must be comfortable talking to expats and Cambodians
- Courageous and not afraid to show authority if necessary
- Strong work ethic - reliable and follow work schedule
- Arrive to work on time
- A team player, friendly and sociable
- Mature character and behavior
- Interested in sports
- Previous climbing experience preferred
- Educational or professional background in customer service and tourism preferred

### **What to do next:**

Feel like you've just read a description of yourself and your dream job?

Apply now with your CV and a cover letter explaining your motivation and how you are the best fit for this role by emailing us at [welcome@phnomclimb.com](mailto:welcome@phnomclimb.com).