

Maine Bound Front Desk Assistant

Job Description

Maine Bound Adventure Center is the hub for the many different activities the program offers. The Front Desk Assistant is often the first person students and community members interact with when they enter our space, whether that is signing students up for trips, assisting community members with their rental, or swiping a customer into the climbing gym. The primary purpose of this position is to provide excellent customer service at the front desk, facilitate daily facility operations, provide climbing gym supervision, and support the gear library. The person holding this position is responsible for facilitating a fun, safe, and welcoming environment for climbing gym visitors at all times.

*A Maine Bound Top Rope Belay Certification is required prior to the interview. Once hired, you are required to obtain certification in CPR and the use of an Automated External Defibrillator (AED).

Job Responsibilities

Customer Service and Facility Operations

- Provide a welcoming, inclusive environment for staff and customers
- Welcome and check in customers to the climbing gym while following facility related entry policies
- Provide gym orientation tours to new visitors
- Follow all facility use policies and share them with customers
- Respond to phone calls and emails while providing excellent customer service
- Operate a software program (RecTrac) by swiping in customers, selling passes, registering participants for trips, and completing equipment rentals
- Operate a cash register with accuracy
- Clean the climbing gym area, front desk, bathroom, and other gym areas as needed
- Keep entryway, ramp, and side exit free of snow and ice in the winter months
- Learn and follow all facility emergency procedures and report all incidents timely
- Read and follow instructions in the Front Desk Manual, Rentals Manual, and Student Employment Handbook
- Attend staff meetings and trainings
- Perform other duties as assigned

Climbing Gym Supervision

- Teach customers how to put on adult and child harnesses
- Provide basic bouldering instruction, including how to fall safely
- Oversee the use of the autobelay and train customers to safely use the autobelay

- Work with the Climbing Wall Supervisor during top rope climbing hours to effectively manage the desk and monitor the climbing gym
- Assist Climbing Instructors as needed when climbing programs are taking place during gym hours

Gear Library

- Follow all Gear Library procedures and standard operations, including explaining equipment use and properly sizing equipment for customers, charging late fees, and checking in and out items
- Check all equipment for damaged or missing parts when items are returned
- Assist customers with boat rentals and loading boats on vehicles as needed

Work Expectations

- Accurately and professionally communicate work availability as requested
- Create and maintain a welcoming and professional environment in the climbing gym
- Be dependable, responsible, and punctual
- Dress appropriately during shifts by wearing a Maine Bound T-Shirt and name tag
- Be accountable and demonstrate integrity
- Be positive and excited to learn and teach others

Qualifications

- Hold Top Rope Belay certification at Maine Bound Adventure Center **prior to** interview
- Hold or ability to obtain certifications in First Aid & CPR/AED within the first month of hire
- Knowledge of, and/or interest in indoor rock climbing and outdoor recreation activities
- Excellent oral and written communication skills

Beneficial Certifications+ (helpful for advancement to other positions within the MB Program):

- AMGA/PCIA Climbing Wall Instructor
- AMGA/PCIA Single Pitch Instructor
- ACA/other water based certifications
- Wilderness First Responder or Wilderness First Aid
- Educational Trip Leader Permit

Pay Level: \$15.10/hour (Starting)

Work Study: Optional

Time Commitment: Approximately 2-6 hours per week.

Shift Days/Times: Weekdays, weeknights, and weekends

APPLICATION PROCESS:

All applicants must submit these 3 items to Morgan Kruse (morgan.kruse@maine.edu) in order to be considered:

- Cover Letter
- Resume
- [Completed Application](#)

+ Once hired as a Front Desk Assistant, Maine Bound staff have the opportunity to learn additional skills and work in additional program areas.

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¹ Updated 8/11/26