



General Manager Job Description

Phnom Penh, Cambodia

Phnom Climb Community Gym is Cambodia's only indoor climbing facility. As the General Manager, you have the opportunity to move Phnom Climb towards its vision to create a vibrant and diverse climbing community in Phnom Penh.

At Phnom Climb, we pursue a high standard of safety and customer service. This requires constant introduction and follow through with the team to ensure that those standards are implemented.

This position is like no other. While you have to oversee our entire operations, you have the opportunity to work with an amazing team of young, aspiring climbers within an international, colorful and growing community. This is your chance to shape this business and bring it to the next level.

Responsibilities

- Ensure a positive customer experience. Build and maintain relationships with members, guests, schools, corporates, and organizations, focusing on community development and growth.
- Manage all day-to-day operations including staff scheduling, payroll, and facility maintenance.
- Responsible for sales activities to meet the monthly sales target.
- Responsible for managing our social media channels and developing effective marketing activities.
- Collaborate with Climbing Director in quality services, event organization and execution.
- Administrate a team environment which is aware of risk management, safety, and proper practices.
- Demonstrate exceptional leadership during regularly scheduled shifts.
- Oversee hiring processes, performance evaluations, and enforcement of disciplinary actions.
- Facilitate excellent staff training in alignment with policies and core values.
- Leads weekly staff meetings with all staff, Climbing Director and Senior Management. Focus on identifying opportunities for improvement in regards to operational execution, market strategies, and policy implementation.
- Organizes Phnom Climb events such as climbing competitions.
- Manages incoming revenue and expenses. Overseas monthly tax filing and business compliance activities.



Qualifications and Skills

Required

- Over 3 years experience in management; possess entrepreneurial mindset
- Passionate about the benefits of climbing, especially for the Cambodian Community
- A strong work ethic, self-motivated, positive attitude.
- Outstanding customer service skills, and ability to communicate effectively.
- Administrative excellence: well organized, motivated, and goal oriented.
- Strong passion for the climbing sport.
- Ability to make decisions effectively in high-pressure situations.
- Ability to adapt to a constantly evolving workload, aptitude for identifying priorities in a regularly changing environment and readiness to respond to unexpected tasks.
- Community oriented; Friendly and outgoing personality, comfortable working with large groups and enjoy interacting with kids.
- Basic Google Drive document management proficiencies.
- (Preferred) Competencies in the disciplines of bouldering, sport climbing, and traditional climbing.
- (Preferred) Current First Aid, CPR, and AED certifications.
- (Preferred) Being willing to work flexible hours and on weekends.

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 Christoph@phnomclimb.com.