

Thursday, April 4, 2019

Fitness Studio Client Services Representative, Refine Method

Company: Refine Method
Compensation: \$15/hr plus unlimited fitness classes

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Company Description-

Refine Method is a boutique fitness studio with 3 locations in NYC (refinemethod.com). Founded in 2010 by Harvard grad Brynn Putnam, Refine specializes in small group, high-intensity interval training. Refine has been called "New York's Smartest Workout" and featured in numerous publications, including The NY Post, Self, Fitness, Elle, Marie Claire, Inc and NY Magazine, which deemed Refine the "Best New Workout of 2011."

Job Summary -

Seeking detail-oriented, motivated, and personable candidates to join our Client Services team.

Requirements-

The ideal candidate will demonstrate these qualities:

- Passion for fitness
- Exceptional written and oral communication skills
- Ability to prioritize and manage multiple tasks in a fast-paced environment
- Willing to initiate tasks and perform duties without instruction
- Strong customer service and problem solving skills
- Highly organized and detail-oriented
- Friendly and professional phone and email etiquette
- Enjoys working with people and on a team
- Comfortable engaging in conversations with clients
- Prior hospitality, customer service, and database management experience not required but preferred. MindBody experience a plus.

Responsibilities-

- Can commit to 2-3 shifts per week: Shifts are M-Fri 5:30 - 11:15am and 4-9pm, Sat-Sun 7:30/7:45am - 1:30/2:30pm
- Provide high level customer service and exceptional hospitality to Refine clients
- Assist Management with daily tasks and projects
- Maintain a positive attitude and take initiative
- Provide support to Refine instructors during client check-in and set-up
- Maintain product knowledge and the ability to communicate to clients
- Email and phone correspondence
- Manipulate client accounts in database software
- Manage Studio Set-Up and Upkeep
- Represent the Refine Brand

To apply -

Please send your resumé to info@refinemethod.com. Subject line of the email should include your Full Name and "Client Service Representative Application".

Refine Method

For more information:

Ellie

info@refinemethod.com

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