

Monday, October 21, 2019

## Front Desk Manag\*r at Stretch\*d 1-1 Stretch Studio by SLT Founder

Company: Stretch\*d  
Location: New York, NY  
Compensation: Hourly

► [Share](#) | [Print](#) | [Download](#)



Stretch\*d is the premier brand in the one-on-one assisted stretch space offering clients the most effective and feel good way to "get loose". We are looking for an energetic, people-oriented manager at our fast-growing recovery business. This is an opportunity to be one of the first employees at an emerging brand in a hot sector of the wellness market.

The Flatiron Manag\*r will be responsible for creating a client-focused, energetic, positive environment while possessing a strong desire to maximize studio revenue and occupancy for our flagship Flatiron location. He/she will supervise the front desk, take initiative, delegate work and provide feedback to the Help\*r team, follow up on outstanding issues and be an overall go-to person for customer service and operations-related questions. The Flatiron Manag\*r must be a self-motivated, people-focused leader with a passion for wellness.

We are hiring an enthusiastic, well-conscious, hardworking, positive, growth-oriented and flexible leader to grow with the company as we execute our plan to open several new Stretch\*d locations in the next few months.

### OPERATIONS

- Directly supervise a team of 4-6 Help\*r's (front desk associates) in our flagship Flatiron location
- Oversee the day-to-day operations of the space; manage appearance and cleanliness
- Ensure revenue and occupancy goals are met each month
- Assist leadership team, from time-to-time on administrative and space operations
- Receive and process retail merchandise, and oversee retail education program for Help\*r's and Stretch\*r's
- Manage display of merchandise in the studio and complete monthly inventory
- Order supplies, maintain inventory, and ensure that we are always fully stocked

### CLIENT SERVICES

- Welcome, engage and retain clients
- Promote Stretch\*d culture and encourage new client business
- Encourage and communicate client feedback to Management & team
- Resolve/attend to all client booking requests and issues
- Manage client referrals
- Process client purchases
- Handle complaints, problems, etc. and inform Management & COO if/when necessary

### TEAM MANAGEMENT

- Oversee Help\*r training program, including assistance in developing Help\*r training materials and manual, as well as ongoing training
- Build a strong team working environment
- Create and manage all front desk procedures and ensure that all Help\*r's adhere to protocols and standards; serve as a resource for Help\*r's
- Work with Management to interview, hire, train and develop, and terminate Help\*r's as necessary
- Perform Help\*r evaluations
- Manage Help\*r community board
- Set monthly Help\*r schedules, manage daily and weekly changes or updates; ensure there is consistent Help\*r coverage
- Review and verify time clocks for payroll

### MARKETING

- Work with Director of Marketing on local events, marketing-related efforts and community outreach
- Help to support new space openings, as necessary
- Weekly reporting of Key Performance Indicators
- Manage in-studio promotions
- Ongoing community outreach
- Be a Stretch\*d brand ambassador and represent the Stretch\*d brand and core values both internally and externally

#### QUALIFICATIONS

- Management experience a plus
- Self-starter with strong managerial and people skills
- Ability to multi-task and delegate when necessary
- Strong problem-solving skills
- Outstanding communication skills, both written and verbal
- Ability to think and react quickly
- Receive and give constructive performance feedback

#### WORK REQUIREMENTS

- Minimum of 25 hours/week in Help\*r role (at the front desk), including at least one weekend shift and at least one opening and closing shift per week
- 10-12 hours a week for planning and scheduling (not necessarily at front desk)
- Availability for evenings, early mornings, weekends and holidays

---

Stretch\*d  
27 W. 20th St  
New York, NY, 10011  
212-548-6500  
<https://www.stretchdspace.com/>

For more information:  
Vanessa  
[work@stretchdspace.com](mailto:work@stretchdspace.com)  
212-548-6500

---

[< back](#)

[previous listing](#) • [next listing](#)