Saturday, October 5, 2019

Head Help*r Front Desk Lead Stretch*d 1-on-1 Stretch Studio by SLT founder

Company: Stretch*d
Location: New York, NY
Compensation: $17/hr

We are seeking a client service oriented Head Help*r who will oversee a team of Help*rs manage the front desk. You will be responsible for departmental organization, efficiency and oversight, Help*r training, and ongoing Help*r development. You must be organized, detail-oriented, excited to work with people, and excited about overseeing a team of Help*rs.

Key responsibilities:

Check clients in and out of sessions and answer all customer related questions (in person, by phone, and email)
Actively maintain the cleanliness and organization of the space so each client receives the best Stretch*d experience
Complete opening and/or closing checklists
Oversee Help*r scheduling
Train and coach new Help*rs
Function as Manager on Duty when the management team is not on premise
Lead and motivate a team of Help*rs
Regularly communicate to management team issues that arise, whether or not they arer esolved
Build a culture rooted in teamwork and accountability amongst the Help*rs
Assign tasks to Help*rs when necessary
Maintain retail merchandising and monthly inventory
Serve as a representative of our services, products, and current offerings
Engage all clients, actively sell memberships, packages, and products
Work alongside and support Stretch*rs to ensure a successful and seamless client check-in/out and experience
Assist management with day-to-day operations of the space
Perform other duties as needed

Qualifications:

Retail, hospitality, or customer service experience preferred
1-2 years' experience in a customer-facing environment is preferred
Leadership experience preferred
MindBody software experience preferred
Must be highly organized
Must have excellent interpersonal skills and a service-oriented outlook
Able to work independently as well as on a team
Able to initiate and perform duties without direction
Should have a strong ability to communicate clearly with team members, clients, and management
Must have a can-do, positive attitude
Passion for wellness and fitness a plus
Must be able to move and/or lift heavy items, up to 50 lbs.

Work requirements:

Minimumof 30 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
4-6 hours a month for planning and scheduling
Ability to work flexible hours; early morning/late night/weekend
Some holidays (open year-round)

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