

Tuesday, June 1, 2021

Join the Harlem Cycle Team - Customer Service Team Members

Company: Harlem Cycle
Location: New York, NY
Compensation: \$15/per hour

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N/A

We are seeking service-oriented, positive and hard-working individuals with a love for health and fitness and an excitement for the [Harlem Cycle](#) brand. We are a growing company looking for passionate, dependable, efficient, forward-thinking problem-solvers with exceptional interpersonal skills and attention to detail.

Primary Responsibilities:

- Responsible for warmly greeting, assisting and directing members/guests
- Field incoming inquiries and ensure proper member check-in procedures are followed
- Answer phone calls and obtain appropriate information to direct/transfer or take messages
- Ensure a safe and secure studio
- Handle member service issues such as: lost and found items, new membership inquiries, change of contact information and questions regarding billing, payments, etc.
- Record member concerns in the Member Service Log
- Document lost and found items and secure per policy
- Keep front desk area and lobby clean, clutter free, and orderly
- Ensure required forms are available, completed and processed properly
- Report to manager when inventory supplies are low (i.e. front desk supplies, first aid kits, etc.)
- Clearly document all incidents
- Follow established procedures for collecting money and preparing receipts
- Other duties as assigned

Qualifications:

- High School Diploma or GED required
- Must be 18 years of age or older
- Excellent human relations and member service skills
- Superb communication skills
- Strong organizational skills
- Basic computer skills
- Photoshop/Illustrator skills a plus
- Attention to detail
- Patient, friendly and professional phone and email etiquette
- 1 year experience in customer service, fitness industry preferred
- Willingness to work early mornings, late evenings and/or weekends

Time Commitment:

15-20 hours a week

If interested, please submit a cover letter and resume to info@harlem-cycle.com and operations@harlem-cycle.com

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