

Wednesday, October 20, 2021

Physique 57 Client Success Team

Company: Physique 57
Location: New York, New York
Compensation: \$15/hour

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We are currently seeking an outgoing, results driven and detail-oriented individual to join our team as a Part Time Client Success Team (CST) Member at our New York City SoHo location. The part time Client Success Team (CST) Member is a front-line business driver and brand ambassador of Physique 57. Under the direction of the Studio Manager, CST's must exhibit keen knowledge of our products, services and merchandise in order to deliver luxury customer service while maximizing studio sales. Pay is \$15/hr.

<https://physique57.com/join-the-team/careers>

Key Responsibilities:

- Provide top level concierge and reception service to clients
- Perform essential daily studio tasks and projects, including client check in, maintaining COVID-19 safety protocols, maintaining luxury studio look and feel, assisting clients with package selection, light housekeeping, etc.
- Maximize merchandise sales through excellent customer service, communication of product knowledge and merchandise presentation
- Build rapport with current and prospective clients to foster studio community and brand loyalty
- Maintain a positive attitude and represent the organization and its values in a positive way
- Provide support to Instructors and work as a team with all other staff
- Assist with the training and coaching of new hires for the Client Success Team as needed
- Maintain product knowledge for all studio retail operations
- Enthusiastically communicates retail product knowledge to clients
- Uphold company brand standards in terms of studio look and feel, client service and company culture

Requirements:

- Love of fitness and wellness
- 2+ years of customer service, sales and/or reception experience
- Prior sales experience in luxury goods is a plus
- Excellent written and verbal communication skills
- Energetic and enthusiastic
- Strong computer skills (MindBody software experience is a plus)
- Superior problem solving and multi-tasking abilities
- Strong work ethic and confidence in taking initiative
- Eagerness to learn and grow in a constructive, rapidly evolving environment
- Ability to work both independently and as part of a team
- Flexible availability is a must, i.e. weekends, nights, early morning, holidays

Physique 57 conducts background checks and computer literacy tests for final candidates.

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[< back](#)

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