

Monday, September 17, 2018

## Exceed - Front Desk Associate

Company: Exceed  
Location: New York , NY

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Exceed Physical Culture is a full-service fitness studio dedicated to the pursuit of achieving athletic potential through functional fitness. We believe in the power of setting goals, sharing knowledge, and supporting every individual through a positive stance and generous spirit. We serve results-driven athletes and trainers on the Upper East Side and in Tribeca with group classes for all levels of athletes, and space for personal trainers looking to achieve their personal best and help their clients to do the same.

### Front Desk Associate

As a Front Desk Associate you will have one of the most important roles at Exceed, directly shaping client experiences the moment they walk through our doors.

### Essential Functions

- Provide outstanding customer service and hospitality to all client groups whether in-person, over the phone, or across email.
- Lead by example, demonstrate a strong work ethic, and a willingness to go the extra mile. Embrace challenges, work hard, and make it fun.
- Work as an effective member of a cohesive team within and across all Exceed Physical Culture locations.
- Stay current and maintain expert knowledge of all Exceed Physical Culture's services, programs, policies and operations.
- Accept cash and credit card payments, ensure applications are properly completed, take pictures for client account records, count money.
- Manage online booking system, schedule classes and handle referrals with customers and personal trainers. Maintain a variety of computer and manual records on daily participation; enter data into computer; prepare and submit reports on attendance and Studio activities.
- Make routine walks throughout the Studio, refill amenities, fold and replenish towel supplies as needed.
- Maintain a clean, organized, welcoming, positive, and energized lobby atmosphere.
- Wear approved Exceed gear to show team spirit and unity. Appropriately represent the Exceed brand.
- May be responsible for opening or closing the Studio, and functioning as manager-on-duty when any member of the management team is not on site.
- Assist the management team with projects and tasks as needed.
- Assist with the training of new Front Desk Associate hires.
- Achieve and/or maintain CPR/AED and First Aid Certification.
- Travel to and work from other local Exceed Physical Culture Studios as needed.

### Qualifications

- High school degree with a minimum of 3.0 GPA, a college degree preferred
- A vibrant disposition and an upbeat attitude
- Outstanding interpersonal skills with the ability to engage positively across a wide range of personalities

- Strong oral and written communications skills
- Previous applicable customer service experience
- Strong organizational and multi-tasking skills, and an ability to thrive in a fast-paced environment
- Ability to self-start, prioritize and work independently with little or no supervision
- Computer skills, Microsoft Office, Google G Suite. MindBodyOnline a plus.
- Capacity to work a varied schedule. Must have flexible weekend, holiday, early morning and weekday evening availability.

#### Work Environment

The Front Desk Associate duties are performed at Exceed Physical Culture fitness studios. The Front Desk Associate routinely uses standard office equipment such as computers, phones, printers, scanners, filing cabinets, and a camera.

#### Physical Demands

The Front Desk Associate must be able to:

Work in a fast-paced environment

Kneel, bend, reach, climb, and stand for long durations of time

Walk through all areas of gym, bending and lifting/carrying a minimum of 30lbs (e.g., picking up towels, restacking of weights, moving of equipment as necessary), climb stairs.

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For more information:  
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