

Thursday, November 1, 2018

MIRROR Retail Associate (Full Time + Part Time)

Company: MIRROR
Location: New York, New York
Compensation: \$25/hour

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DESCRIPTION

About Us

MIRROR is a fit-tech startup founded by Brynn Putnam, an established leader in the NYC boutique fitness space and former New York City ballerina. Our experienced team is building a hybrid hardware/software product that will bring revolutionary, personalized fitness content directly to homes across the country and world. We're creating a workout experience that's not only better than existing at-home solutions, but better than boutique studio workouts. Our technology offers improved efficiency, engagement, and effectiveness, which means more time, more fun, and better results for busy people everywhere.

MIRROR is located in Manhattan's iconic NoMad District. We currently have top tier venture backers who are passionate about the product we're launching this year and even more excited about our long-term vision for the company. We're an inclusive space for all identities and are committed to keeping that foundation intact as we grow. We believe in high standards beginning at the interview process and continuing as a valued member of the team. If you can't wait to get behind our mission, we want to hear more from you!

The Role & You

We are looking for empathetic, positive Retail Associates who are excited to connect with our customers and to deliver exceptional service in MIRROR's showroom. Our Retail Associates will be at the frontlines of our interactions with our customers, answering questions, explaining product benefits, and efficiently resolving issues. Full Time and Part Time positions available!

At MIRROR, you will:

Provide an exceptional customer experience at all times

Be an expert on our product offering and help customers navigate the sales journey

Lead product demos and customer education efforts

Be responsible for meeting quality and productivity goals

Maintain a elevated showroom environment and uphold Mirror's visual standards

Support in-store events and programming as needed

Share customer feedback and information with other team members

You don't need to be a fitness buff, but you should be fired up about building technology that's going to change how people sweat! Do we have your attention? Keep reading.

REQUIREMENTS

The Necessities

Must be available to commit to 4-5 shifts per week

1-2 years of experience working in customer service, retail and/or tech support

Excellent verbal and listening skills

Strong problem solving skills

Positive attitude, empathy, patience and a sense of humor

The Extras

Experience working with embedded technologies and/or IoT devices

BENEFITS

We're an early stage startup with lots of exciting milestones ahead. We value health and wellness and, as such, offer competitive health coverage and the Apple/ikea setup of your dreams because we want you to be as comfortable and productive as possible.

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