

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

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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 are resolved
- 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:

- Minimum of 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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