Tuesday, June 1, 2021

Join the Harlem Cycle Team - Customer Service Team Members

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

N/A

We are seeking service-oriented, positive and hard-working individuals with a love for health and fitness and an excitement for theHarlem 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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