

Monday, January 24, 2022

Front Desk Representative

Company: NeXa Pilates
Location: New York, NY
Compensation: competitive

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We are looking for a pleasant Front Desk Representative at our high-end Pilates and Fitness studio to undertake all receptionist and clerical duties at the desk of our main entrance. You will be the "face" of the company for all visitors and will be responsible for the first impression we make.

The ideal candidate will have a friendly and easy-going personality while also being very perceptive and disciplined. You should be able to deal with complaints and give accurate information. A strong knowledge of Pilates and fitness industry is recommended. A customer-oriented approach is essential as is experience in closing sales.

The goal is to make guests and visitors feel comfortable and valued while on our premises.

Responsibilities:

- Meet sales goal quota each week
- Follow COVID 19 safety protocol
- Keep front desk tidy and presentable with all necessary material
- Greet and welcome guests
- Answer questions and address complaints
- Answer all incoming calls and emails
- Schedule clients for upcoming appointments

Requirements:

- Must be able to work Wednesdays 6:30-1:30pm and Fridays 1:30-8pm (Hours based on in-studio bookings). Please confirm you are available both days with application. We will not interview applicants who do not have availability both days.
- Strong sales background
- Proven experience as front desk representative, agent or relevant position
- Proficient in English (oral and written)
- Knowledge of MS Office (especially Excel and Word)
- Strong communication and people skills
- Good organizational and multi-tasking abilities
- Problem-solving skills
- Customer service orientation
- Knowledge of MindBody Online is a big plus
- Please email a cover letter and resume in PDF format

We are taking all necessary precautions to ensure that all of our staff & clients remain safe & healthy at NeXa.

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