Monday, May 23, 2022

Seeking Studio Manager for UWS Fitness Studio

Company: Kinespirit
Location: New York, NY
Compensation: DOE

KINESPIRIT
DO WHAT MOVES YOU

We are a well-established fitness studio brand on the Upper West Side, looking to add someone to our team who is dedicated to making sure our day-to-day reception, administrative tasks, and operations are taken care of properly, efficiently, and reliably.

REQUIRED STUDIO MANAGER AVAILABILITY: 40 hours/week, generally 9am-5pm weekdays, with flexibility as needed. Availability to cover desk shifts when needed and remote capabilities in urgent situations. Paid training would begin immediately.

Here's who we're looking for:

You're the type of person who thrives on taking care of things the right way the first time. You're friendly and personable by nature, with exceptional attention to detail and experience dealing with clients/customers in a retail or service environment. When you say "I'll take care of it," we know it'll be done well. You have stellar verbal and written communication skills and your feathers aren't easily ruffled. You value open communication with your employers regarding your tasks and what's expected of you. You also aren't afraid to ask for guidance in out-of-the-ordinary circumstances, and take the initiative to apply that to future circumstances without needing to ask again.

You have a knack for knowing what needs to be done in order to operate the business smoothly, and are comfortable delegating tasks to others to maximize efficiency. You are able to keep information organized and confidential. You can calmly handle clients with concerns that need management attention, and you refer to the company's policies to help you make decisions on a case-to-case basis.

Our specialty is mind/body fitness techniques like Pilates and Gyrotonic exercise, so some experience with or understanding of these techniques is ideal. You will learn about them on the job and will need to speak about them from an authentic place, with confidence and clarity, once hired. We run our studio on MindBody Online, so experience with their scheduling software is also a HUGE plus.

Here's what your job tasks would look like:

-Scheduling employee availability on MindBody Online. Handling time off requests from trainers and admin, and finding coverage for these shifts, classes, and clients

-Processing payroll biweekly & processing tax forms/payments using Intuit Quickbooks

-Onboarding all new employees utilizing the employee handbook, MindBody Online, and Intuit Quickbooks. Training any new front desk staff

-Interviewing potential employees for front desk and trainer positions in conjunction with the rest of the management team

-Checking the day-to-day actions of all front desk staff via email records and guiding front desk admin through any questions or unusual situations

-Being the point of contact for any outside vendors (the Super, any inspectors, laundry service, equipment maintenance, etc.). Ordering supplies, merchandise, etc. when needed

-Communicating with the staff about events, updates, changes in protocol, reminders, etc.

-Being the point of contact for any escalated client concerns

-Keeping track of studio data, such as KPI reporting, trainer data, studio expenses, etc.

-Keeping on top of any needs that the studio might have, and following through to make the best decisions for the business in collaboration with the studio owner, admin team, and/or any other members of the management team

-Knowledge of how the front desk position in the studio functions, and filling in for them when needed

If this sounds like the job for you, we definitely want to hear from you! We'll be accepting resumes through June 1st. Please reply to this posting with your cover letter and resume attached in PDF or MS Word format. All inquiries can be sent to taylor@kinespirit.com. Make sure to INCLUDE YOUR START DATE AVAILABILITY, and please include "Studio Manager" in the subject. Thanks!

No phone calls please.

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For more information:
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