



Front Desk Associate (In-studio Member Lead)

Full-time & Part-time availability needed

Reports To

The Front Desk Associate (In-studio Member Lead) will report to Administrative Supervisor.

Job Overview

Ready to be apart of the next big thing in the fitness industry? Inspire Fitness Studios is an innovative studio gym that provides strength, cardio, and yoga virtual content for at-home app users, while also creating an exciting and entertaining environment for local in-studio members.

As a truly inclusive experience, Inspire Fitness Studios has bridged various areas of fitness under one roof, such as, strength & personal training, three types of cardio classes, yoga, infrared sauna workouts, functional & corrective exercise programs, sports performance, dance classes, group fitness, youth camps, health & wellness education, nutritional service, and more!

Locals join our high-energy trainers and coaches for fun, exciting, and unique cardio and strength classes seven days a week, while app-users login in from the comfort of their home to follow along. We are looking for bright and vibrant individuals who are excited to step up their game in the fitness industry and join our family as we take over the virtual and live fitness space.

As the Front Desk Associate (In-studio Member Lead), you will be the first face our members see before they tackle their personal fitness goals in our workout classes. The ideal candidate is a high-energy positive go-getter who is ready to tackle a fast-pace environment.

Responsibilities and Duties

- Member Check in/Customer Service
- Greet all incoming members with enthusiasm
- Provide water and towel service to members as requested
- Walk members into classrooms and assist them into cardio equipment

- Answer all incoming inquiries and obtain appropriate information to direct/transfer calls or take messages
- Handle member service issues to include: Lost and Found items, new membership cards, change of address, and questions regarding billings and payments, etc.
- Keep front desk area and lobby clean, clutter free, and orderly/organized
- Clean and organize lobby, and weight and cardio rooms
- Record equipment, facility, and janitorial issues on the Maintenance Logs
- Inventory Front Desk supplies including first aid kits, and report to General Manager when supplies are low
- Assist & earn commission on membership, product, & apparel sales
- Assist on various projects assigned by upper management
- Attend monthly staff meetings

Qualifications

- Entry-level, willing to train.
- Bright, vibrant, positive, motivated, driven, fitness-minded.
- Customer Service and/or fitness-related experience is a plus.
- Computer skills are necessary (Outlook, Excel, Word, social media platforms).
- Fluent in English.
- Proficient reading and writing skills.
- While performing the duties of this job, the employee is regularly required to stand for up to 8 hours and must talk and hear. The employee occasionally sits, walks, kneels, and reaches with hands and arms.
- Able to lift 25 pounds if necessary.

Compensation

Full-time Availability: 40 hours/week; weekend, afternoons, mornings, and holidays availability needed; hourly rate based on experience + 5% commission on all product, apparel, & membership sales

Part-time Availability: 15-30 hours/week; weekend, afternoons, mornings, and holidays availability needed; hourly rate based on experience + 5% commission on all product, apparel, & membership sales