



NYP Studio Representative

As a Studio Rep, you are the front line of NYP and play an integral part in the foundation of the company. When our studios are strong, our company is strong. You are excited to make sure every aspect of your studio's operation is running perfectly, with meticulous attention to every detail, no matter how small. You're outgoing, friendly and welcoming with the ability to connect with students genuinely and create a positive memorable experience.

You will report to Experience Manager.

Responsibilities

- Studio operations - Opening, closing and maintaining the studio space all throughout the day
- Welcoming and checking in clients, as well as answering any questions
- Speak as an expert on NYP classes, instructors, workshops and retreats
- Answer emails and live chat customer service inquiries
- Scheduling class and appointment bookings for instructors, Pilates students, and management
- Maintain a high functioning, tidy, and well-styled studio
- Maintain positive and welcoming energy of the front desk
- Maintain and uphold NYP's brand standards through all aspects of the environment in the studio you may be working
- Reflect the company values of empathy, humility, professionalism, respect, communication, boldness, and best in class, in both attitude and dress.
- Handle other day-to-day studio tasks, such as water plants, organizing merchandise, space, music, lighting, etc.
- Sell membership's class packages, and private classes in studio and online

Experience and Qualifications

- High School degree or equivalent required
 - Ability to multitask
 - Go above and beyond mentality
 - Comfortable using email and other written forms of communications
 - Background in hospitality, fitness/front desk, retail preferred
 - Sales experience preferred but not required
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