

## Guest Relations / Administrative Assistant

FitIn30 Minutes is looking to expand its already amazing group of talented individuals. We at FitIn30 Minutes strive to provide the most effective, efficient, results driven workouts to any type of client that walks through the studio door. We are in this business to help others achieve their health and fitness goals and overcome the "I don't have enough time" was just the first step. Our studio environment is always uplifting and full of smiles; whether it's a Monday morning at 6am or a Friday evening at 6pm the music is on and our clients are ready to go. The guest relations employee is the first point of contact and is solely responsible for ensuring this studio vibe is maintained. If you are up for the challenge and fulfill all the requirements listed below then we look forward to reading your application.



Wage \$12 - \$15/hr ~ based on experience  
> performance based raises

Hours: part-time with opportunity to grow into full-time in the future.

Must be available to work weekends

### Qualifications Skills & Experience:

- Excellent customer service skills;
- Outgoing and excellent communication skills in person, over the phone or via email;
- Problem-solving skills and fast to learn;
- Attention to details while efficiently managing time and prioritizing multiple tasks;
- Independent worker with minimum supervision;
- MAC savvy, and proficient in using office equipment and software programs such as; google drive, associated google applications and gmail;
- Sales Experience;
- Experience working in fitness centers or similar environment is an asset;
- Familiarity with MindBody operating system an asset;
- Professional, reliable and consistent;

### Job Duties:

- Welcome members and guests with a smile while ensuring check-in as they arrive;
- Guest tours and registration;
- Responsible for scheduling, confirming and recalling appointments;
- Receive and communicate messages for trainers and clients;

- Follow-up with members who have a balance owing on their account;
- Ensure the front desk is run efficiently;
- General clean up and keeping the gym tidy;
- Communicate club promotions to members and guests;
- Explain services and rates with confidence to clients;
- Assist members and guests with concerns and inquiries, bring these to the attention of the General Manager;
- Perform office related duties both clerical and administrative, to ensure services are provided in an efficient and effective manner: answering phones and responding to guest emails
- Assist general manager with accounting, inventory and trainer scheduling
- Assist general manager with sales and marketing preparation;
- Complete opening and closing duties, including reconciliation of daily transactions;
- Liaison between the trainers and management;
- Must be capable of lifting 10-20lbs as the job requires some lifting;
- Additional duties may be assigned.

For the right applicant that works hard and shows great work ethic there will be options to further into a more senior role in the company.

### **Work Perks!!!**

- Full access to the FitIn30 studio
- Team outings
- Opportunity for growth and development within a fast growing company
- Direct mentorship from the general manager
- Inclusion into a caring, motivating, inspiring team who will help you achieve any goals you set out for yourself whether they be personal or professional

WE ARE IN THIS BUSINESS TO HELP OTHERS :)

IF YOU THINK YOU FIT THIS DESCRIPTION, YOU ARE COMFORTABLE WITH DOGS & CHILDREN, AND WANT TO JOIN AN EXCITING DIVERSE GROUP OF INDIVIDUALS WHO PUSH THE LIMITS FOR THEMSELVES AND THEIR CLIENTS ON A DAILY BASIS THEN SEND YOUR RESUME WITH A COVER LETTER TO,  
ashly@fitin30.ca