

# Rhode Island Hot Yoga Job Description

## Front Desk Staff

Position title	Department	Reports to
Front Desk Staff	Front Desk	Sales & Office Manager
Employment status	FLSA status	Effective date
<input type="checkbox"/> Temporary <input type="checkbox"/> Full-time <input checked="" type="checkbox"/> Part-time	<input checked="" type="checkbox"/> Nonexempt <input type="checkbox"/> Exempt	

### Position Summary

The Front Desk Staff are responsible for greeting clients, selling passes and memberships, providing customer service, and making sales in our boutique. They also open and close the Wellness Center, operate the Sauna and Red Light Therapy services, support the Massage Therapists, and maintain a clean and welcoming community space.

### Essential Duties and Responsibilities

The essential functions of this position include, but are not limited to:

- Check in students for Yoga Studio classes and all Wellness Center services, including any necessary paperwork, payment, and gratuity
- Operate the Infrared Sauna and Red Light Therapy in the Wellness Center
- Proactively sell memberships and class packages, book Wellness Center services, and sell retail items in our boutique
- Provide customer service for all clients; answering incoming phone calls, replying to emails, responding to voicemails, and checking tasks
- Maintain an up-to-date knowledge of all services, classes, memberships, pricing options, promotions, and policies at Rhode Island Hot Yoga
- Complete all opening, closing, and sidework duties according to current facilities checklist; tasks may include watering plants, running laundry, stocking paper products, and preparing treatment rooms

### Minimum Qualifications (Knowledge, Skills, and Abilities)

The minimum qualifications for this position include:

- Great written and verbal communication
- Strong computer skills and ab to learn yoga studio software program

- Strong telephone skills; reception experience is a plus!
- Great customer service skills; reception or retail experience is a plus!

## **Physical Demands and Work Environment**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the functions.

- Able to lift up to 20 pounds (light duty)
- Comfortable seated at a desk for several hours at a time; may stand / walk / take breaks as needed

### **Note**

This job description in no way states or implies that these are the only duties to be performed by the employee(s) of this position. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. All duties and responsibilities are essential functions and requirements and are subject to possible modification to reasonably accommodate individuals with disabilities.