Rhode Island Hot Yoga Job Description

Sales & Front Desk Manager

Now hiring at Rhode Island Hot Yoga in Providence! Hourly position with 30-35 hours / week to start. Pay starts at $24 - $26/ hour based on experience with opportunities for growth.

Position Summary

The Sales & Front Desk Manager is responsible for driving membership growth and overseeing the studio's sales and Front Desk operations. This role leads the sales process from prospective student inquiry through membership conversion and renewal, while ensuring the Front Desk team has the training, systems, and support needed to operate effectively.

They are accountable for sales performance, revenue goals, key studio metrics, and the day-to-day leadership of the Front Desk team, while collaborating with the Owner and Management Team on strategies that support consistent studio growth.

Essential Duties and Responsibilities

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

- Own and continuously improve sales strategies and processes with a focus on new student conversion, membership retention, and consistent monthly revenue.
- Track key sales and studio metrics, monitor team performance, and use data to guide priorities, training, incentives, and action plans.
- Develop and maintain sales automations, funnels, processes, and documentation within the studio's booking software and Front Desk systems.
- Ensure all membership inquiries are addressed promptly and effectively, including proactive outreach to clients due for renewal or membership updates.
- Supervise and oversee Front Desk operations, including team training, coaching, performance management, scheduling, shift coverage, seasonal schedule updates, and onboarding of new team members.
- Provide leadership and support to Staff Teachers in understanding and participating effectively in the studio's sales process.
- Share weekly scorecards, key metrics, insights, and action items with the Management Team and participate actively in management meetings and quarterly planning.
- Meet regularly with the Owner to review sales performance, pricing strategy, seasonal offerings, operational needs, and opportunities for growth.

Minimum Qualifications (Knowledge, Skills, and Abilities)

The minimum qualifications for this position include:

- Demonstrated success in sales, customer service, or a client-facing role, with strong interpersonal and relationship-building skills.
- Previous experience supervising, managing, coaching, or leading a team.
- Strong communication skills, with the ability to communicate clearly and professionally across phone, email, video, company platforms, and in-person interactions.
- Highly organized and able to create clear, simple processes and operating instructions for staff; experience creating SOPs is strongly preferred.
- Strong computer and technology skills, including proficiency with Google Workspace (particularly Google Sheets and Google Docs), the ability to learn new software quickly, and the ability to independently troubleshoot and seek out solutions.
- Self-directed and able to work independently with minimal supervision, prioritize competing responsibilities, and take initiative to identify and solve problems.

Hours & Expectations

Hours: The role requires 30–35 hours per week to start and is paid hourly. Flexible availability is required. The Manager is expected to periodically work during different studio shifts, including evenings and weekends, to provide in-person leadership, observe team operations, and ensure the Front Desk is functioning effectively. The Manager may also share rotating responsibility for responding to staffing or operational needs alongside other members of the Management Team.

The Manager typically works approximately two Front Desk shifts per week to stay actively involved in the sales process, support the team, and maintain a firsthand understanding of the client experience. While these shifts are an important part of the role, this is not primarily a Front Desk position.

Expectations: A genuine interest in yoga, fitness, and wellness is strongly preferred. The Manager should be familiar with all of the studio's services - including hot yoga, fitness classes, massage therapy, and sauna - and should feel comfortable speaking knowledgeably about the client experience across all offerings. All team members receive complimentary access to studio services, and should take advantage of the offerings as appropriate in order to stay familiar with the experience, support the team, and ensure a consistent level of service across the studio.

We are looking for someone who LOVES our services and is excited to be part of the team, take ownership of their role, and help us reach new levels of excellence!