

# IMAGINE FLOAT

## Service Specialist

**Imagine Float** is seeking a part-time Service Specialist to facilitate and manage the service experiences for our customers at our wellness center. The duties of the Service Specialist are straightforward with an emphasis placed on kindness, patience, and empathy toward each client. Many clients come in seeking relief from chronic pain, anxiety, depression, stress, etc. Therefore, it is of the utmost importance that all Imagine Float Team Members exercise constant awareness and sensitivity.

We are a small tight-knit team whose motivation for every task completed is to positively impact our client's lives with potentially life-changing effects the services at our center can offer. Because we are a small team, we are collaborative. We are seeking individuals who, while being efficient and productive, exude relaxation, and "calm under pressure."

All team members are required to go through our "on the job" training program. The Specialist position will be based in Avon, CT and will work under the co-founder/owner.

### ***Job description***

Imagine Float is seeking looking a smart, driven, and compassionate Service Specialist to join our team and share our passion for health. If you have an entrepreneurial spirit with a passion for helping people look and feel their best, we want to meet you.

As a Service Specialist, you'll introduce and educate clients and potential clients to our state-of-the-art healing therapies regarding their endless benefits for physical AND mental well-being.

### ***Service Specialist's Role***

Prepare clients for specific service:

- Float Therapy
- Whole Body Cryotherapy
- Local Cryotherapy
- Infrared Sauna
- Normatec Compression
- Ballancer® Pro

Clean & stock all service rooms

Prep all service rooms

Monitor and attend to needs of clients while in service

Monitor and clean service areas, workroom and bathrooms

Cater to clients post service

Manage laundry

Expert in all our services – continually read and research

Track Inventory

The right candidate must like talking, but more important, love listening to all new clients, established clients, and prospective clients

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The right candidate can turn every incident of client criticism to a story of great customer service

## ***Qualities You Need to Succeed as a Service Specialist***

Organized, thoughtful, and passionate about holistic health  
Must be able to work QUIETLY, diligently and efficiently  
Must be able to work alone/be solitary between sessions and stay focused on cleaning tasks  
Highest standards of integrity, ethics and authenticity  
You have a passion for helping people achieve physical AND mental well-being with the highest safety standards

The above skills and experience are ideal, however, feel free to apply even if you do not have experience in all facets as long as you have desire to acquire new skills

Benefits of Joining Imagine Float Team:

+/- 20 hours week  
(3 - 4) 6.5-hour Shifts  
Shifts required Wednesday – Monday  
Afternoon Shifts 2:30pm – 8:30pm  
Morning Shifts 8:30am - 2:30pm  
401(k) Plan Eligible after 1 year  
Limited monthly complimentary access to Imagine Float's core wellness services  
Knowledge that you're making a positive impact on people's lives every day

## **About Us**

Imagine Float is an award-winning and fast-growing wellness center looking for smart, driven and compassionate people to join our team and share our passion for health. We work hard to ensure that we provide an exceptionally great atmosphere - for our staff and our guests - in an environment that supports physical and mental health. Our team members also get to meet new people and engage in inspiring conversations with our guests. Our success is dependent on our team on the service we provide to our clients. We invest in the development of our team and make sure our staff is thoroughly trained and certified (when applicable) in the main services they are responsible for.

Job Type: Part-Time

Pay: \$14.00 - \$15.00