

IMAGINE FLOAT

Front Desk Associate

Imagine Float is seeking a part-time Front Desk Associate to handle the day-to-day reception operations of our boutique wellness center. The duties of the Front Desk Associate 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 Front Desk position will be based in Avon, CT and will work under the owner.

RESPONSIBILITIES

Understand and evaluate customer's needs re: memberships/packages/retail

Sell memberships, packages and retail items and build customer loyalty

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

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

Answer Phone Calls

Make appointments

Receive customers

Cater to customers' needs

Keep front desk and area clean and organized

Keep retail items stocked

Expert on retail items and why we offer them

Effectively manage our point of sale and scheduling software

Expert on ALL our services – continually read and research

Facilitate/coordinate all center tours

Make sure customer profiles are complete

Will include closing responsibilities

Qualities You Need to Succeed as a Service Specialist

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Organized, thoughtful, and passionate about holistic health
Must be able to work QUIETLY, diligently, and efficiently
Must be able to work alone/be solitary at times and work on clerical 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 if 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