



Position: Assistant Studio Manager
Category: Full-Time
Compensation: Negotiable based upon experience

RIDE is a unique, upscale, boutique exercise studio that values community and inclusivity. We are seeking professional, smart, highly personable, and customer centric candidates who will perform their duties with enthusiasm.

Responsibilities:

- Provide RIDERs with the highest quality customer service.
- Handle client issues and concerns in a positive and timely manner, followed by communication of all client issues and resolutions to management.
- Manage day to day scheduling for front desk team and maintenance staff.
- Coach, develop and inspire all front desk team in order to ensure that every client experience is highly personable and inviting.
- Manage the New Rider program in order to hit the studio's monthly quota.
- Partner with Area Manager to ensure that all instructor sub requests are covered.
- Ensure bike issues are recorded and confirm completion of all bike maintenance.
- Ensure that the studio is up to RIDE standards of cleanliness and appearance at all times.
- Communicating all supply needs to Operations Assistant.
- Maintaining proper merchandising, inventory management, and sell through of all retail products.
- Timely weekly reporting of cash in till.

Requirements:

- Experience in hospitality, luxury brand retail or health & fitness a plus.
- 2-3 years previous management experience required.
- Highly proficient in sales and customer service environment.
- Passion for fitness and our product.
- Excellent interpersonal skills and service-oriented outlook.
- Exceptional organizational skills.
- Strong computer skills.
- Strong entrepreneur spirit with the ability to work independently.
- Open availability, including evenings, weekends and some holidays are required.

**The Assistant Studio Manager may be asked to work 5-10 additional flex-hours during the week based upon studio needs.