



Position: Front Desk Shift Lead  
Category: Part-Time  
Compensation: Starting at \$14/hour

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 customer issues and resolution to management.
- Partner with Studio Management in executing daily studio operations.
- Ability to prioritize and multi-task within a fast-paced environment.
- Assist with training and development of new hires and front desk team.
- Operate as the manager on duty, in the absence of the Studio Manager or Assistant Studio Manager.
- Consistent participation in the execution of the New Rider program in order to hit the studio's monthly quota.
- Ensure that the studio is up to RIDE standards of cleanliness and appearance at all times.
- Ensure bike issues are recorded.
- Maintaining proper merchandising and sell through of all retail products.

**Requirements:**

- Experience in hospitality, luxury brand retail or health & fitness a plus.
- 1-2 years previous management experience required.
- Highly proficient in sales and customer service environment.
- Passion for fitness and our product.
- Exceptional organizational skills.
- Strong computer skills.
- Ability to work 15-30 hrs/week.
- Availability to work evenings, weekends and some holidays are required.