

**CLIENT CARE SPECIALIST**

**Reports To: Diana Spiess, or designated representative.**

**Job Overview:** Our Client Care Specialist is the first point of contact for clients who visit our studio or contact us to learn about our services. Responsibilities include greeting clients upon their arrival, answering clients’ questions about services via phone, email or in person and processing transactions. To be successful in this role, you should be highly organized and able to manage clients with grace, especially during peak demand. Ultimately, you will help boost our reputation by building friendly, trusting relationships with clients.

**Responsibilities and Duties:**

1. Warmly greet clients as they enter the studio and say good-bye as they leave.
2. Answer the phone as promptly as possible. **Carry the phone with you at all times when you leave the front desk.** Assist callers as needed.
3. Assist clients in the studio with purchases, signing up for classes, etc.
4. Listen to voicemail messages. Write all messages in message book and then erase all messages from the machine. Respond to callers as quickly as possible at the beginning of the shift. Cross off any messages that have been completed.
5. Read emails and respond appropriately.
6. Review classes and PT appointments for the shift to be aware of when clients will be arriving and what they are coming for.
7. Check clients in for classes and PT appointments.
8. Assist instructors with set up for classes. **Clients in the studio and/or on the phone are always the highest priority**; however, assisting in class transitions is important as well.
9. Call Diana’s PT clients 3 days in advance to confirm appointments, unless the appointment box is turned light green which means the client has already confirmed via text. After receiving verbal confirmation from client, click on appointment box and click on “Mark Confirmed”. Morning shift begins this task. If unable to complete, leave a note for evening shift to finish the task. On Sunday, call Wednesday PT clients. On Monday, call Thursday PT clients, etc.
10. Check the enrollment in classes running during the next shift. Before leaving, cancel any classes without enough clients enrolled to run the class (unless otherwise informed by Diana). Hot Yoga requires a minimum of 5 people. All other regular classes require a minimum of 3 people. Pilates Equipment and WOW classes require a minimum of 2 people.
11. Enter information from Release of Liability forms for new clients into the system. Also enter “LR signed DATE” under Notes on the Client Profile screen. **File all R.O.L. forms promptly so clients’ personal information is not visible to other clients.** Do not leave unfiled forms on top of box for others to file.
12. Utilize the “Employee Notes” binder for recording information that needs to be passed along to staff working future shifts. Once an item has been completed, initial next to the item in the margin and cross the item off. Once all items have been completed on the page, remove the page from the binder and throw it away, ensuring no client information is visible. Leave all notes for Diana in her folder under the desk.
13. Check supplies throughout the studio *every shift* and restock/refill as necessary**:** Release of Liability forms, Kleenex, paper towels, toilet paper, hand soap, water cups on top of cooler, water bottles in refrigerator, mat disinfectant spray, rag towels in baskets with mat spray, and client towels on entry table. If a supply is out or almost out, add the item to the shopping list.
14. Fill humidifiers (they need to be full to work properly) and set up heaters and humidifiers, according to the diagram in the yoga room, before the end of the shift on Tuesday morning, Wednesday night, Friday morning, and Sunday morning. Other shifts may have this responsibility added as additional Hot Yoga and/or Warm Vinyasa classes are added to the schedule.
15. Return heaters and humidifiers to the equipment wall after the completion of Hot Yoga or Warm Vinyasa during the following shifts: Wednesday morning, Thursday morning, Saturday morning, and Sunday evening. Other shifts may have this responsibility added as additional Hot Yoga and/or Warm Vinyasa classes are added to the schedule.
16. Train new staff and interns on the responsibilities of the Client Care Specialist position.
17. Cross-sell services and products when appropriate (e.g. PT appointments with Diana or other personal trainers, and Neuroflex Juice products).
18. Maintain a tidy reception area.
19. Complete cleaning duties per the **Shift Cleaning Schedule**.
20. Other duties as assigned by Diana when needed.

**Qualifications:**

* High School diploma or equivalent required.
* Previous customer service or receptionist experience preferred, but not required.
* Need to be comfortable answering the phone, calling clients, and working on a computer.
* Need to be self-motivated, dependable, and willing to take initiative.
* Must be able to lift and carry 10 pounds.

**Addendum:** Shift Cleaning Schedule

**Statement of Understanding:**

 I understand the responsibilities and duties as outlined in this job description and its addendum. I agree to complete the duties as assigned. I have received a copy of this job description and its addendum.

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Employee: Printed Name Signature Date

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Employer: Printed Name Signature Date