



Team Member

WHO WE ARE

We are PULSE House of Fitness, an innovative, barrier breaking company that delivers smart, effective, group fitness classes with incomparable customer service and 5-star amenities. Our 30-minute classes are designed to accommodate any schedule, our instructors foster a high energy, inclusive experience and our food and beverage partners make sure you get to keep as much of your greatest resource, your time!

We have three core values at PULSE - providing our clients with the tools and instructors to leave each class feeling better than they did before; creating a positive environment for all guests and team members through innovation and education; and giving back to our local community by partnering with local businesses like ourselves.

WHY WORK AT PULSE

We also believe in taking care of our people. We take pride in providing our team of instructors with the tools they need to succeed:

- Paid training and development courses
- Generous benefit packages
- Competitive pay
- Flexible schedules
- Positive working environment fueled by collaboration and teamwork

We're on the hunt for like-minded, talented entrepreneurs who are passionate and hungry for creating, developing, and executing unexpected ideas. If that sounds like

you, we'd like you to be a part of our team where you can have a front seat to the beginning of the next revolution in fitness!

THE JOB

We have structured our studio such that each individual staff member, regardless of experience, will be trained in all aspects of running a successful studio. Structurally, staff will include three tiers of employees - senior instructors, junior instructors and team members. Salaries and course preferences (both in schedule and course difficulty) will be determined by tiers but all members will have the ability to fill-in for any other member. Team members and junior instructors will be required to work the front desk while senior instructors have the option. This will ensure our staff is always capable of pitching in where needed (and employees can earn extra hours when they prefer) and thereby create a collaborative working environment. We are therefore looking for team members with the passion and ambition to develop their knowledge and experience in our fitness revolution, to consistently deliver a five-star experience to each of our guests and always having the positive attitude of pitching-in in the name of teamwork.

RESPONSIBILITIES

- Consistently provide the highest level of customer service to guests
- Maintain an impeccable level of professionalism with all guests and other staff members. This includes always being on time or ensuring your shift is covered in the event of an emergency; regularly communicating with PULSE leadership and other staff on any necessary changes or fixes around the studio; and regularly encouraging feedback from guests on their experiences.
- Answer phones. This means always answering within two rings, transferring to proper extensions, taking messages and screening calls.
- Respond to emails sent to the PULSE Member Service mailbox within 30 minutes during your shift.
- Update members' accounts
- Maintain a clean and orderly lobby area
- Ensure studio areas are pristine before and after each class.
- Turn studio areas between classes, ensuring any equipment is ready or put away as needed.
- Managing coat check and ensuring guests waiting at reception are comfortable
- Responsible for ensuring locker rooms are stocked with towels and other amenities and checking restrooms every 20 minutes for cleanliness.

QUALIFICATIONS

- Enthusiastic about group fitness classes and enjoy creating and delivering new, fresh and innovative group classes
- Must be eager to learn and excited to continue growing professionally. We're looking for like-minded individuals that are ambitious to grow themselves and those around them.
- Must be welcoming, vibrant, community driven and outgoing
- Must have access to regular email and phone communication
- Must complete 40 hour PULSE House of Fitness instructor training
- Reliable, professional, computer literate, energetic, and friendly
- Passionate about health, fitness, wellness and/or sports

TO APPLY

To apply for this position, please submit your resume, cover letter, and list of references to workout@pulsehousefitness.com. References should include either former clients or supervisors that can attest to your qualifications and experience as a fitness instructor.

This is a full-time position, paid at a negotiable hourly rate with the possibility of overtime. All full-time employees are entitled to our generous benefits package, complimentary club membership and discounts on services, products, and much more.

Please note that all candidates must be already authorized to work in the United States. PULSE House LLC is an equal opportunity employer.