

**Position:** Client Advocate (Front Desk/Sales)

Welcome to **Formula Running Center (FRC)**! FRC is a complete training experience for runners of all fitness levels. This runner and endurance athlete focused facility will combine performance enhancing training, recovery and educational services, all while simultaneously creating a community of runners that can train together and support one another along their personal fitness journeys. FRC will be open and welcoming to everyone who incorporates (or wants to incorporate) running and/or recovery services into their overall fitness lifestyle. In addition to group training classes and programs, FRC will encourage and emphasize the importance of recovery and education as part of a complete running and training experience.

We are seeking friendly, personable and engaging advocates that share in our passion for running to provide the ultimate FRC experience to our clients. At FRC we strive to (i) personally engage with each and every client to help them realize the most effective training and recovery experience to meet and exceed their personal fitness goals, and (ii) create a welcoming and supportive community of runners of all fitness levels and abilities. The Client Advocate's role is critical to our client's connection to the FRC community and FRC's overall success. As a Client Advocate, you will help establish new client relationships, assist clients with finding the classes and services that are right for them, and ensure their overall experience at FRC is exceptional. If you'd like to be a member of the FRC Team apply now!

**Please include a short cover letter with your application explaining your experience, describing your passion for running and why you would like to be a part of the FRC Team.**

**Compensation:** Base Salary plus Commissions

**Essential Duties and Responsibilities:**

- Welcome clients and guests promptly, enthusiastically, with a smile and by name (if possible) to create a welcoming, friendly and positive environment.
- Maintain up to date knowledge and understanding of each piece of equipment and service offered by FRC in order to provide recommendations to clients.
- Facilitate the use of the recovery services (e.g. full body cryotherapy chamber, infrared sauna, compression sleeves) and assessment services by clients.
- Assist clients with questions and product and package selection, and merchandise purchases.
- Execute sales, follow-up with prospective clients and close sales.
- Maintain a positive attitude and take initiative.
- Respond immediately to client requests, inquiries and concerns in a courteous and professional manner.
- Lead FRC center tours with prospective and/or new clients.
- Register all guests into the studio using proper registration procedures.
- Process accurate payment transactions.
- Conduct proper onboarding of all new FRC clients.
- Maintain an organized and clean lobby/front desk area.
- Launder towels and follow FRC daily cleaning and re-stocking procedures (pre/during/post) shift activities.

- Work as a cohesive team with all FRC staff members to ensure clients have an exceptional best-in-class experience every time they visit.
- Follow-up and follow through with all prospective clients.
- Assist FRC management with daily studio tasks and projects.
- Uphold the FRC best-in-class customer service standards at all times with clients, potential clients and the general public.
- Serve as a brand ambassador for FRC in the community.
- Attend all required corporate meetings, webinars or training sessions.
- Participate in FRC promotional events.

**Job Qualifications:**

- 18 years of age or older.
- Friendly, outgoing, cooperative and optimistic and engaging attitude.
- Patient, courteous listener, able to show empathy.
- Ability to multitask and to prioritize work within a fast-paced environment.
- Outstanding organizational skills.
- Willingness to sell based on a commission-based pay structure.
- Excellent verbal and written communication skills.
- Must be able to work under pressure and meet tight deadlines, all while providing exceptional best-in-class customer service.
- Must be reliable, punctual and professional at all times.
- Outstanding customer service skills.
- Flexible schedule and ability to work weekends, holidays, morning or night shifts.
- Strong computer skills, including the ability to learn and use the Mindbody and Fitmetrix software systems.
- A passion for health, fitness and running.
- Willingness to learn and take direction from others and be a part of a team.

**Education Requirements:** High School or equivalent (required).

**Background Check:** Required.