



Studio Representative

“New York Pilates is about community and creating a space where people feel at home, leave their day behind and get into their bodies” - Heather Andersen, Founder & Owner

New York Pilates is a contemporary, music-driven ass-kicking Pilates studio that is focused on sculpting bodies. Each month, approximately 12,000 people visit our studios in search of the best pilates classes in the most beautiful setting. NYP, founded in 2013, is proudly independently owned and operated by wife and husband Heather Andersen and Brion Isaacs. Together they’ve created a new wave of Pilates lovers by designing beautiful spaces for the classically inspired workout, curating a culture of positivity, and playing fresh tracks. The company continues to double in size year over year, growing studio locations, product offerings, and devoted NYP clients.

Our Studio Representatives are vital members of our growing company. They set the tone for the entire client experience by serving as the first line of contact for our clients & providing first class customer service. They create and maintain a welcoming, cultivated environment by successfully accomplishing studio procedures. They are charismatic, communicative, and proactive in building strong relationships within the New York Pilates community.

Reporting Structure: Studio Representatives report into the Studio Director

Scheduling: Weekdays early mornings as early as 5:30AM and evening shifts ending as late as 10 PM, Mid day shifts on Weekends; *Please have at least 3 shift availability to apply*

Customer Service:

- Deliver best in class customer service
- Utilize Mind Body to ensure check-ins run smoothly and book clients for future sessions
- Have knowledge of and recommend NYP classes, instructors, workshops and retreats
- Respond to online client inquiries in a timely manner

Operations:

- Master and successfully execute all studio procedures for opening, closing and retail operations
- Maintains studios’ ambiance to merchandising & cleanliness standards.
- Take responsibility for the presentation and appearance of the reception area.

Sales:

- Sell membership’s class packages, and private classes in studio and online
- Are knowledgeable of our specials and membership packages as well as retail offerings

Role Requirements:

- Minimum 6 months recent relevant experience in the hospitality or retail industry
- Sales experience preferred
- Must meet our schedule requirements of 15 hours a week minimum



- High School degree or equivalent required, bachelor's degree preferred
- Strong attention to detail
- Outstanding verbal + written communication skills
- Sense of urgency and problem-solving attitude
- Able to stand for entire work shift
- Climb ladders as needed
- Bend, lift, open, and move product up to 30 pounds, as needed
- Love interacting with people (and pilates!)

Our Offer:

- Complimentary Pilates membership!
- Paid sick time
- 401k plan
- Commuter benefits
- Retail discount