

STILLPOINT

YOGA > FLOAT



Company: Stillpoint Yoga & Float

Job Title: Float Assistant Manager

Job Location: 600 Clark Ave.; King of Prussia, PA

Position Type: Full-time, hourly

Salary: \$16-\$18/hr

Benefits: 2 weeks paid vacation, performance-based bonus opportunities, free floating at our facility as a staff member

How to Apply: Contact Dianne Rutstein at dianne@stillpointyogastudios.com (please provide your resume)

Background: Our vision is to create a relaxed, calming environment that provides the setting for mind, body, and spiritual wellbeing and renewal. Every detail, from beginning to end, of our customer's visit is vital to the experience we provide to them. We expect our Float Assistant Manager to execute this vision. We are now hiring for 2 full-time Assistant Managers.

The Assistant Manager will help to oversee the full operation of the Float spa and be a main point of contact while adhering to all company policies and procedures and meeting the highest of brand standards.

Job Description / Primary Responsibilities:

- Float Asst Managers will supervise Float Guides, with commitment to setting reliable scheduling.
- Increase Float sales in a non-aggressive manor with clients and through marketing and promotions support.
- Some weekend/evening work is required.
- Open or close/lock up Floatation Spa facility.
- Assume increasing level of responsibility as skills are demonstrated.
- Float Asst Managers will educate and prepare clients for their float therapy sessions, as needed, and guide the customer's float experience from beginning to end.
- Daily responsibilities may include float suite prep and clean-up, and ensuring cleanliness of all common areas, including the reception area, decompression lounge, and bathrooms.
- Perform quality control checks (e.g. water quality, salt level, filter quality, water level).
- Escalate issues and concerns to General Manager.
- Casually, comfortably talk with clients after their float about their individual experience and related benefits. Take client requests into account when making recommendations to General Manager.

- Process customer payments, answer phone, and book float appointments. Review orders and appointments for accuracy.
- Attention to social media accounts, providing promotions as approved by GM, alerting clientele of last minute openings and sharing relevant information. Also will use social media as a means to promptly respond to client questions and requests.
- Inventory products and re-order products.
- Become proficient in our software.
- Follow all safety rules and regulations while performing work assignments and adhere to all policies and procedures as detailed to employees.
- Train new Float Guides.
- Be a float expert and enthusiast! Integrate your passion for health and wellness into float. Experience with floating is not required, but a passion for health and wellness is!

All training will be provided by the General Manager, including upkeep and maintenance and quality control checks of the float rooms.

Experience:

- Experience working in a retail store environment or spa is a plus.
- Previous management experience preferred (not required).
- Experience with Mindbody scheduling software system and Trans First credit card is a plus.
- The ideal candidate will be well-spoken, computer savvy, detail oriented, positive, customer-focused, and self-motivated. Reliability and professionalism are a must, as is the ability to work independently with minimal supervision.

Start date: late August