



BEACH DIST.

HOUSE 701 – 1431 CONTINENTAL ST. VANCOUVER, BC V6Z 0G3

Welcome to HOUSE. We are a sweat and social movement. A unique collective concept of four studios under one roof. Your HOUSE is a reflection of your individual style and experience – you get out what you put in. At HOUSE you'll feel like family – supported to reach your personal best and unleash your inner athlete, all while restoring a sense of balance. This philosophy extends to both our employees and our guests. We are looking for natural-born leaders to help build HOUSE.

This is about your body and your story. But together, this is our HOUSE and our journey.

We are looking for confident, globally minded instructors and team members who will bring their best self to HOUSE every single day.

HOUSE Concepts is an equal opportunity employer. All information will be kept confidential according to EEO guidelines. Applicants with disabilities requiring assistance with the application process may be entitled to a reasonable accommodation in accordance with applicable law. If you need assistance, please contact our HR department at [team@houseconcepts.com](mailto:team@houseconcepts.com)

## **FRONT DESK TEAM MEMBER & MERCHANDISE LEAD**

As a member of our Front of House Team, you will be responsible for providing an exceptional experience for all guests at HOUSE. In addition to supporting our front desk team with their studio duties, you will specialize in merchandise – being the go-to resource in the studio for all things product.

### **What you will do:**

- Greet and welcome all guests
- Provide exceptional customer service to all guests
- Support Management Team with in-studio and common area tasks as needed
- Assist Coaches to ensure successful class check in and setup
- Support with audio and equipment needs before and during classes
- Assist with training new hires
- Manage the merchandise in studio
  - Receiving shipments of new product and placing/merchandising product in the retail area
  - Ensuring the retail area is optimized and feels fresh
  - Replenishing sizes and inventory
  - Educating the team on product knowledge
  - Gathering feedback from guests and other team members, and sharing feedback with the buying team
  - Managing inventory and communicating when items are selling out
  - Make VIP guests feel special by giving them a heads up about product drops and putting their sizes aside
- Ensure entire studio space is maintained
- Maintain knowledge of product sales, class offerings and pricing, and special events
- Ensure all guests have appropriate equipment for their class
- Provide orientation to first-time guests
- Understand the neighborhood, building and area amenities
- Process payments and update member accounts as needed
- Answer studio phone calls and emails in a timely manner
- Ensure new members complete waivers
- Provide feedback to management



BEACH DIST.

HOUSE 701 – 1431 CONTINENTAL ST. VANCOUVER, BC V6Z 0G3

- Maintain the HOUSE aesthetic, atmosphere and culture

**What we need from you:**

- 1-3 years of experience in retail / merchandising
- Must have customer service experience
- Problem-solving skills
- Friendly and professional phone and email etiquette
- Have a passion for fitness and wellness
- Ability to take initiative and assist with studio tasks without direction