



Customer Support 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 Customer Support Representatives are vital members of our growing company by providing excellent user experience. They know what's happening with our customers better than anyone else. They also know how our company operates inside and out, and constantly have a pulse on what's going on across the company. The ideal candidate is passionate about New York Pilates' culture and brand and have outstanding customer service skills and e-mail etiquette. This person is charismatic and communicative in building strong relationships within the NYP community. They are high-performing in a fast-paced, progressive, rapidly growing company environment.

Reporting Structure: Customer Support Representatives report into the General Manager

Scheduling: Must meet schedule requirements of 2 shift minimum. Able and willing to work weekends and holidays; shifts are 9A-5P Sunday-Saturday

Student Service:

- Respond to all online customer inquiries via live chat, support email, and manage guest list, and support ecommerce.
- Support office duties
- Have knowledge of and recommend NYP classes, instructors, workshops and retreats
- Maintain a high satisfaction rating while hitting daily targets of customer responses
- Be a brand ambassador for our community etiquette
- Create and build relationships with New York Pilates' students through excellent hospitality experience

Liaison:

- Identify site and app issues, and communicate properly to all internal teams
- Communicate internally with the Community Impact team, General Manager, and appropriate studio and corporate staff regarding any customer service issues and client concerns as needed
- Send weekly update recaps to General Manager
- Keep owners and studio teams informed about trends and repetitive customer service inquiries



- Display teamwork in a close social setting.

Sales:

- Sell membership's class packages, and private classes in studio and online
- Have knowledge of our specials and membership packages as well as retail offerings

Role Requirements:

- Minimum 6+ months recent relevant experience in customer support
- Sales and copywriting experience preferred
- High School degree or equivalent required, bachelor's degree preferred
- Outstanding verbal + written communication skills
- Sense of urgency and problem-solving attitude
- 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