



**POSITION:** Ninja Services Representative / Snatched in Six Weeks Manager

**TYPE:** Permanent, Full-Time

**START DATE:** Monday, November 1 (Estimated - negotiable based on candidate availability)

**LOCATION:** MFF Hell's Kitchen (411 W 39th St, New York, NY)

## ABOUT US

Mark Fisher Fitness (MFF) is a boutique fitness studio located in New York City. Now in our tenth year of business, MFF has a physical location in Hell's Kitchen, with a strong and growing online presence.

With a reputation as the fitness home of choice for the Broadway community, MFF has been featured in Forbes, the NY Times, the NY Post, the Wall St. Journal, NY1, and more. MFF has made waves in the fitness industry for our industry-leading results and unique take on fitness.

Living the mantra of "ridiculous humans, serious fitness," MFF provides progressive training and nutrition protocols in a delivery system of subversive humor, fantastical imagery, and outrageous antics. We also inexplicably talk about unicorns, call our clients Ninjas, and treat fun, community, and personal growth as core values. To learn more, visit [markfisherfitness.com/media](http://markfisherfitness.com/media).

## OUR MISSION

At MFF, we're on a mission to unlock and amplify each human's inherent power to live their best life.

## ABOUT THIS OPPORTUNITY

We're looking for a membership associate to join our team. This position reports to the Director of Operations who will be there to provide training, support and tons of hugs. This role is primarily responsible for supporting our members, handling account questions, and **quickly, warmly, and accurately** taking care of all member requests. Additionally, this position will have a strong emphasis on supporting Future Ninjas in finding the best solution for their needs. A genuine interest in high-integrity sales is a must.

The ideal candidate will be able to work in our Hell's Kitchen location. Creating a magical experience for every person who walks in our doors is an important and challenging job, so we're looking for a person with a passion for and experience in customer service.

This role will also oversee Mark Fisher Fitness' signature six-week total body makeover program, Snatched in Six Weeks (currently offered in-person and offered virtually as Snatched at Home). Responsibilities include assisting participants in our online social groups, email, and in-person. This role is also responsible for coordinating with the Director of Operations to sell all "Snatched and Friends" programs and will work with the Membership Director on Snatched conversion.

## MEMBERSHIP ASSOCIATE ROLES & RESPONSIBILITIES

- Fielding Ninja emails and phone calls with love in your heart
- Processing forms that come into the Membership inbox
- Resolving unpaid classes and training sessions in MindBody
- Troubleshooting hiccups with our online Zoom enabler, FitGrid
- Cheerleading and celebrating each Ninja's daily journey
- Explaining and Processing Membership forms for Ninjas
- Participating in ongoing sales and conversion efforts of Future Ninjas
- Conducting Strategy Sessions with Future Ninjas
- Assisting the MFF leadership team with additional tasks as needed
- Making magic every day with your energy and ridiculous humanity

## SNATCHED ROLES & RESPONSIBILITIES

- Plan and maintain the annual Snatched calendar
- Manage the registration process for all Snatched participants
- Perform outreach to convert Snatched participants to MFF memberships
- Engage with participants online and in person to inspire a communal dialogue
- Attend weekly and quarterly team leadership meetings
- Organize the post-Snatched MFF POP events
- Create and manage the Snatched Facebook Groups

## DESIRED VALUES

Inclusiveness, responsibility, humility, dependability, fun, kindness, candor, excellence, service, and growth

## IDEAL SKILL SET/ PRIOR EXPERIENCES

- Customer service experience is strongly preferred.
- Genuine interest in and passion for sales. Sales experience is strongly preferred.
- Experience with MINDBODY and G Suite (Google Docs, Google Sheets, etc.)
- Social media savvy (Facebook, Instagram)
- Must type at least 65 wpm
- Excellent written and verbal communication skills

## COMPENSATION

This is an entry-level position. Salary of \$41,600 or commensurate with experience. Benefit package includes 401(K) and complimentary MFF Membership.

## SCHEDULE

This role is mostly weekday shifts with at least one weekend day shift. The role is for in-person work at MFF Hell's Kitchen. Some weekday evening and/or full weekend shifts may occasionally be required.

## WHAT NEXT?

To apply, please send your resume and cover letter to [careers@markfisherfitness.com](mailto:careers@markfisherfitness.com) and include the phrase "Snatched Rockstar" in the subject line.