

YOGA ADVISOR

Position: Yoga Advisor / Client Services / Sales

Hours: 20 hours per week

Salary: \$15/hour; membership at One Yoga; 20% discount on retail

Reports to: Studio Director, Front Desk Manager

One Yoga is seeking an individual with a background in yoga to build membership and support our mission of making yoga accessible all. The Yoga Advisor directly consults with students - in particular students who are new to One Yoga - welcoming them to the studio, promoting the benefits of yoga, and helping them find the right schedule of classes to meet their needs and encourage a regular yoga practice. The ideal candidate is outgoing and warm and has good listening skills. They have a strong yoga practice and conceptual understanding of yoga. This Yoga Advisor works closely with other client-facing members of our staff team and reports to the Front Desk Manager and Studio Director.

Responsibilities:

Client Services

- Actively assist new and existing students in finding appropriate classes to meet their personal goals
- Provide continuous support and guidance to our student base, promptly responding to student questions and concerns via telephone, email, and in-person
- Accurately check-in class, workshops, and events and ring up retail purchases, memberships, and gift cards using MindBody Online (MBO). The position requires a minimum of two 4-hour front desk shifts each week (direct customer-facing).
- Help students navigate pricing options and identify payment plans that work with their budget
- Help students understand and complete all paperwork/forms as appropriate, including New Student Forms, Sliding Fee Applications, Work Trade Applications, Membership Contracts, etc.

Sales

- Stay up-to-date about One Yoga programs (classes, workshops, events, etc.), products, and pricing options; effectively promote One Yoga programs and products to students
- Proactively generate and respond to leads through in-studio presence, phone calls, emails, logging contacts in MBO, scheduling follow-ups
- Work with Studio Director to set goals related to membership and other aspects of student engagement; regularly review progress towards goals
- Support new students in meeting their personal yoga goals, encouraging skillful habits and behaviors related to practice and studio participation
- Maintain accurate, thorough and timely data and information; provide reports and additional quantitative and qualitative feedback as requested

Studio Operations

- Work with studio staff to support the financial goals and operational needs of the organization
- Report any operational issues; think creatively and propose solutions for improvement
- Other tasks big and small as requested to support One Yoga in realizing its mission

Requirements:

- Completed a 200-hour Registered Yoga Teacher Training or equivalent
- Comprehensive knowledge of yoga, including understanding various styles, philosophy, and mental and physical health benefits of practice
- Two (2) years of sales and/or customer service experience
- Proven experience in generating and follow-up on leads
- Proficient in MBO, Excel, data entry, Microsoft Word
- Ability to problem solve and take initiative
- Excellent writing and editing abilities
- Experience working with diverse populations
- Commitment and passion for the yogic tradition and desire to continue your practice as well as build the mission of our studio
- Outgoing, open-minded, and welcoming; effective communication skills
- Strives for self-awareness and seeks to learn and grow
- Works well independently and in collaboration with others

Schedule:

- Must include one Friday afternoon/evening shift, one Sunday morning shift, and a minimum of two additional shifts per week (flexible).

One Yoga's Commitment to Inclusion and Diversity:

One Yoga's mission is to offer health and wellbeing through the practices of yoga, inclusive of people who traditionally lack access. One Yoga is committed to upholding this mission by ensuring that our staff and teachers reflect diversity, equity and inclusion. We strongly encourage IBPoC (Indigenous Peoples, Black, People of Color), LGBTQIA to apply.

To Apply:

Send cover letter and resume to apply@one-yoga.org by August 20, 2018