



C Y C L E B A R[®]
P R E M I U M I N D O O R C Y C L I N G[™]

RIDER EXPERIENCE SPECIALIST

COMPANY DESCRIPTION

We've raised the bar and turned up the volume on the indoor cycling experience. CycleBar unites you with riders of all ages and fitness levels by creating an unparalleled, multisensory, intoxicating journey. Led by friendly, high-energy CycleStar Instructors and fueled by pumping playlists in our state-of-the-art CycleTheatre, CycleBar delivers far beyond a great cardio workout. Our studios and staff are entirely dedicated to creating a fun, dynamic, and effective indoor cycling experience for you.

JOB DESCRIPTION

How big is your smile? As the Rider Experience Specialist, you will be the first face our clients see as you welcome them into the land of fitness euphoria.

DUTIES AND RESPONSIBILITIES

- Greet all guests in a prompt, enthusiastic, but professional way to create a friendly positive entrance into the studio.
- Provide high level customer service and hospitality to clients.
- Provide support to riders to ensure a successful class check-in process, provide tours (if needed), and set up bikes for all new riders.
- Maintain product knowledge for all CycleBar promotions, ride packages, pricing and retail items.
- Perform all operational studio duties: completing daily tasks, checklists, retail inventory management, and projects.
- Assist with the CycleTheatre turnover process as well as the general cleaning duties throughout the studio.
 - Laundry
 - Shoe sanitation
 - Other cleaning duties as needed

QUALIFICATIONS

- Must be a team player with the ability to work well with customers, teammates, and studio management.
- Must be able to work quickly and efficiently in a fast-paced studio environment.
- Must have some flexibility with his/her schedule – shifts may include early mornings, late evening, and/or holidays.
- Must have a positive attitude with a strong comprehension of customer service.