



JOB DESCRIPTION – Wellness Membership Advisor (WMA)

DUTIES AND RESPONSIBILITIES:

The Wellness Membership Advisor (WMA) is directly responsible for client conversions and coordinating front desk operations.

- ⌚ The WMA is responsible for client conversions to meet studio goals and quotas to ensure growth and profitability through the sales of:
 - Memberships to the Wellness Program
 - Packages
 - Gift Cards
 - Additional Visits (Rebooking)
 - Longer appointment sessions and add-on services

- ⌚ The WMA is responsible for adhering to established “Service Path” procedures and processes to ensure a flawless “elements experience” including, but not limited to:
 - Greeting every client with a smile.
 - Answering phones professionally and converting phone calls into appointments.
 - Demonstrating complete knowledge of our massage model, therapist skill levels and price structure.
 - Proficiency with massage therapy terminology.
 - Matching clients and therapists correctly based levels and clinical problem areas.
 - Mastering MBO through accurate scheduling and completing the retail sales process.
 - Creating a calm environment.
 - Providing helpful responses to requests from clients and involve management as needed.
 - Provide timely and appropriate communication with studio management.
 - Communicate effectively with coworkers.
 - Being flexible.
 - Actively participate in staff meetings.
 - Other duties as assigned.

- ⌚ SCSS may be asked to assist with projects, marketing and networking.

JOB DESCRIPTION – Wellness Membership Advisor (continued)

QUALIFICATIONS:

- Sales experience
- Customer service skills
- Computer proficiency-Microsoft Office, Word, Excel, Internet Explorer
- Retail experience, a plus
- Web-based scheduling, a plus
- Attention to detail and ability to follow instructions (written and verbal) is essential
- Ability to remain flexible in a constantly changing environment
- Ability to remain confident and calm under stress
- Valid driver's license
- Auto insurance