

## **Wellness Experience Representative - (CASUAL)**

We're looking for a passionate and proactive individual to join our growing team as a Wellness Experience Representative. This role is at the heart of delivering exceptional customer service in our state-of-the-art wellness center, where you will play a key part in shaping our clients' experiences.

RCVRI is a Sydney-born wellness company on a mission to provide the best recovery services backed by science and research. As we expand into our flagship studio in Martin Place, we are building a team that thrives on innovation, collaboration, and personal growth. We believe in nurturing our people just as much as we nurture our clients, and we're looking for individuals who are passionate about wellness, customer care, and being part of a dynamic startup environment.

RCVRI is at an inflection point of business growth as it expands into our flagship studio of RCVRI Martin Place Sydney.

### **Duties & Responsibilities:**

#### **Customer Interaction**

- Welcome clients into our wellness space and guide them through their RCVRI experience, ensuring they feel relaxed and informed throughout their session.
- Educate clients on the benefits of our services, upsell packages and memberships, and foster long-term relationships with regular clients.

#### **Operations Management**

- Maintain the cleanliness and safety of the studio, ensuring all areas are tidy, towels are clean, and equipment is well-maintained.
- Regularly test and troubleshoot wellness equipment, addressing minor issues or escalating to the appropriate support staff when necessary.
- Oversee the booking system and assist with client inquiries via phone, email, and social media, ensuring all requests are handled promptly and professionally.

#### **Team Collaboration**

- Work closely with the Manager and Assistant Manager to develop promotional activities, improve service offerings, and find new ways to enhance client experience.
- Assist in streamlining operations to increase efficiency and reduce costs while maintaining a high standard of service.

### **Experience & Requirements:**

- Previous customer service experience (2+ years preferred) in any industry is an asset, but not essential.
- Strong ability to troubleshoot customer service issues quickly and effectively.
- Experience with booking systems (e.g. Mindy Body, Hapana etc) and managing inquiries via email and social media is a bonus.
- An eye for detail and a professional, friendly demeanour are essential, along with critical thinking and problem-solving skills.
- A background or passion for health, wellness, or hospitality is highly regarded.
- Strong teamwork skills, with an ability to collaborate and grow within a dynamic environment.

### **Ideal Candidate:**

We are looking for someone who is not only customer-focused but also adaptable and empathetic. You should be passionate about wellness, have a natural ability to connect with others, and be comfortable working in a fast-paced, growing startup. If you thrive in a collaborative environment and are eager to take on new challenges, we'd love to hear from you!

### **Onboarding:**

We believe in setting you up for success. The onboarding process will involve casual training at one of our Coogee or Manly studios (details on duration and whether training is paid will be provided during the interview process). This ensures you are fully equipped to deliver the best possible experience to our clients.

### **Location**

- A state-of-the-art wellness centre, the first of its kind in the centre Sydney City CBD, central to public transport
- The chance to work with a young and dynamic team
- A great work environment, 200m from Martin Place

### **Hours & Salary**

- Casual working hours available, must be available to work some weekends (or as agreed with Manager)
- Casual onboarding training required to complete at either: Coogee or Manly studios as agreed
- RCVRI is open 7 days per week – So flexibility is a must!
- Based in, Sydney, City 2000
- Available for March 2025 start
- Hourly pay rate measurable with experience and age, as discussed with the Manager

### **Call to Action:**

If you're ready to join a passionate team and make a real impact in the wellness space, we want to hear from you! Apply today and start your journey with RCVRI.

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