



HOUSE iD

701 – 1431 CONTINENTAL ST. VANCOUVER, BC V6Z 0G3

HYBRID GUEST EXPERIENCE TEAM MEMBER

THE ROLE

In this role, you will be a part of both the House Concepts and HOUSE iD guest experience and retail sales teams.

Guest Experience:

- Provide excellent customer service to all guests of House Concepts
- Greet and welcome all guests
- Assist coaches to ensure successful class check in and set up
- Ensure studio space is maintained
- Provide knowledge to guests regarding all classes, memberships, pricing options and special events
- Provide tours for first time guests
- Process payments and update member accounts as needed
- Answer guest inquiries through email and phone call
- Provide feedback to management

Smoothie Barista:

- Make smoothies for guests in a fun, timely and efficient manner
- Ring in customers and take orders
- Provide knowledge of and information about House Concepts smoothies and snacks
- Prepare food items accordingly
- Keep the smoothie bar clean and stocked at all times
- Maintain checklists for a flawless work environment
- Assist in tasks that help run the smoothie bar
- Responsible for opening and closing the smoothie bar

Retail Sales Associate:

- Provide world-class sales and service to everyone who enters the store
- Assess customer needs to provide tailored purchase and return solutions and support
- Establish excellent knowledge of products to support brand goals, communicate product information to customers
- Offer styling expertise, product and brand knowledge
- Keep the store organized, clean, neat and fully stocked
- Fold and wrap purchases with care and efficiency
- Inventory management and communication to ensure the store is always fully replenished and stocked with product
- Respond to customer inquiries via email and other touchpoints as needed
- Occasional other duties as required: Event support / Warehouse / fulfillment support

MUST HAVES

- Willing to work at both locations (Coal Harbour HOUSE iD pop up and Beach District House Concepts gym)
- Must be have flexible hours including weekends
- Already have or willing to get Food Safe Level 1
- A driven approach to your work and career
- An outgoing personality and passion for exceptional service
- Ability to contribute to a high energy and positive work environment
- Ability to take initiative and willingness to learn
- Follow and comply with our company policies, procedures, health and safety sanitization and safe work place

Experience:

Customer service: 1 year (preferred)

Job Details:

Job type: Part-time

Salary: \$16.75-\$20.00 per hour

Expected hours: 20 per week

Flexible Language Requirement:

French not required

Schedule:

8 hour shift

Monday to Friday

Weekends as needed

Ability to Commute:

Vancouver, BC V6C 1C7 (required)

Ability to Relocate:

Vancouver, BC V6C 1C7: Relocate before starting work (required)

Work Location:

In person

HOW TO APPLY

To apply for this role, please email hello@house-id.com