

JOB DESCRIPTION

Basic Information	
Job title:	Sales Associate
Work level:	Full Time
Reports to:	Studio Manager
Place of work:	Studio Location

Overview of the Role
<p>Orangetheory Sales Associates are extraordinary. They help hundreds of members achieve their fitness goals through our science-backed, technology tracked workouts, while being part of fun and rewarding team culture.</p> <p>As an Orangetheory Fitness (OTF) Sales Associate you are energised by engaging with members of the community and inspiring them to join Orangetheory Fitness, the best workout in the world! You combine your passion for health and fitness with your ability to chat with everyone and anyone. You use this to help build the OTF membership base and in doing so, play a big part in members leading happier and healthier lives. You are the face that greets our members each day and gets them excited for the awesome workout experience ahead of them. Your enthusiasm and passion for the brand help to build the community and make Orangetheory Fitness a place that members are excited to tell their friends about.</p>

Key Responsibilities
<p>Growing the OTF membership base</p> <ul style="list-style-type: none"> Participate in community outreach events and local area marketing campaigns for your studio to help drive leads Work on expanding the membership numbers through the use of referral programs Undertake quality studio tours for new prospects and be an expert of your studio and membership pricing options Meet and exceed sales targets, measured from your lead to sale conversion rate and your final sales numbers Bring innovative, motivated thinking relating to sales to work every day <p>Member Engagement & Retention</p> <ul style="list-style-type: none"> Effectively engage with potential members and guide them through the sales process face to face, over the phone, and via email Welcome members into the studio each day and drive pre and post class workout excitement and hype Get to know each of the members of your studio to create a strong community and share in their success Deliver world class customer service to our members so we don't only acquire new members, but also retain the existing Assist with club operations to help deliver a seamless and world class member experience for every person that engages with the studio

Other Information	
<p>Experience & Qualification Required</p>	<ul style="list-style-type: none"> Previous experience in a customer focused role Intermediate exposure to navigating software platforms Exposure to sales (preferred but not essential)

<p>Requirements of the Individual</p>	<ul style="list-style-type: none"> • You are the intriguing person in a crowd! • Passion for health and fitness and for building the Orangetheory brand • Engaging, energetic and uplifting personality • Positive, motivating, and effective communication skills • Must love being around and talking to people • Passion for building genuine relationships • Customer centric attitude
<p>Key Relationships</p>	<ul style="list-style-type: none"> • Studio Manager - Your direct manager, they will guide you on your sales targets, how to run effective sales calls and conversations and general operations of the studio • Fitness Coaches – You work together with the extraordinary coaches in your efforts to drive sales after potential members have experienced the workout/s • Members – The core of our business, it is your role to make them feel welcome each day, to get them excited for their workout, to get to know them personally and build a sense of community in your studio