

## Front Desk Attendant - Enlyten Lab Float Center

**Job Description:** The Front Desk Attendant is an entry-level position, primarily responsible for ensuring outstanding customer experience by providing customer service, cleaning and maintenance. The Front Desk Attendant reports directly to the Manager.

**Business Description:** Enlyten Lab Float Center is a spa specializing in sensory deprivation to help our customers unplug, reset and recharge the mind, body and soul in our state-of-the-art float tanks. Our Mission is to minimize stress, heal pain and provide the optimal environment for positive personal growth.

**Compensation:** The Front Desk Attendant is compensated at the Montana State Minimum Wage of \$8.15 per hour, not to exceed 40 hours per week.

**Benefits and Perks:** The position does not include health insurance. The position does include Unemployment Insurance and Worker's Compensation. Perks include personal use of the facilities and retail products at store cost.

**Key Deliverables:** The Front Desk Attendant is responsible for producing and maintaining the following key deliverables.

- Tax Form W-4
- Employment Eligibility Form I-9
- Key System Log-in Credentials
- Review Operations Manual

**Responsibilities:** The Manager runs all of the daily operations of the business including:

- Store opening and/or closing
- Tank testing and maintenance
- Customer service
- Sales
- Daily cleaning and maintenance checklist
- Owns the key deliverables listed above
- Collaborate with Manager on Process Improvement
- Personal selling and managing key partner relationships
- Contribute to inventory and supplier management
- Advise Manager on the needs of the business with daily, weekly and monthly reports

**Requirements:** The Manager should possess the following qualities or qualifications:

- An avid floater

- High level of emotional intelligence
- Experience in customer service and sales in the health and wellness industry
- A student and practitioner of personal development, health, wellness, fitness, and/or nutrition
- Experience or inclination for business development, entrepreneurship
- Thinks like an owner and can run the business with minimal oversight
- Undergraduate degree in Business preferred

**Preferred Start Date and Hours:** June 1st, 2017. The Manager is in control of the schedule. Front Desk Attendant has two possible shifts: Morning (9 AM to 3 PM) and Evening (3PM to 10PM), Thursday through Sunday. Hours subject to change.



