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Chatham Works Overview

Chatham Works is a combination Fitness Center + Coworking Space + Retail Shop. We're located in a beautiful, custom designed 10,000 sq. ft. facility, and we opened in July, 2019.

Our mission is to help our customers live healthier, happier, and better lives.

Like any Cape business, we try to capitalize on the busy summer season. But we are very focused on being a year-round business and offering consistency to both our customers and our employees.

CHATHAM WORKS' CORE VALUES	
CARING	Our actions consistently demonstrate that we genuinely care about what we do, how we do it, and the experience we offer to our customers.
POSITIVITY	We are committed to creating and nurturing a positive, fun, and inspiring environment, and to serving as a positive influence within our local community.
RESPECT	We respect our customers and our employees as human beings, and strive to treat them in the same way that we ourselves like to be treated. And we expect that our employees and customers will all show each other the same degree of respect and consideration.
EXCELLENCE	We consistently offer exceptional facilities, training, instruction, customer service, and overall customer experience.
VALUE	Every service and product we sell represents a fair and compelling value for our customers.
INNOVATION	We combine fresh ideas and technology to enhance and improve our offerings, our customers' lives, and our business.
CONTINUOUS IMPROVEMENT	We actively solicit, share, and act upon feedback from our customers and our employees to improve our offerings, our business, and the experience we provide to our customers.

Front Desk – Job Description

Chatham Works is seeking to hire a full-time employee to join our Front Desk staff. We are a **year-round business**, so we are looking for candidates who are seeking long term, year-round employment.

This is a multi-faceted, customer facing position that requires strong multi-tasking skills, and excellent people and communication skills.

Many aspects of our business utilize and rely on **technology**, so the ideal candidate should be comfortable with computers and cloud-based software and be willing and able to learn how to use new resources. Familiarity with MindBody and Google Workspace are both a big plus.

Front Desk staff are required to perform a number of **essential functions**, including:

- Educating prospects and customers about our various offerings.
- Facilitating and executing customer bookings and transactions.
- Efficiently handling customer questions, requests, and concerns, and escalating issues as warranted.
- Familiarizing prospects and customers with the areas of our facility and how to use our equipment.
- Helping to maintain facility cleanliness and ensure that all equipment is in proper working order.
- Assisting with Retail stocking and inventory management.
- Collecting and sharing staff and customer feedback.
- Participating in all staff related meetings and other required activities.
- Assisting in the implementation, and promotion of programs and events.
- Actively yet tactfully promoting Chatham Works' various offerings to both existing and prospective members.

Front Desk – Qualifications

The ideal candidate will have at least two years of experience working in a multi-faceted, customer-facing role at a fast paced business in the recreation, hospitality, bar/restaurant, or retail space. However we invite inquiries from any candidate who believes they possess the skills and personality traits to succeed in the position as described above.

All staff are required to have a current CPR/AED certification.

Physical demands of the position include the ability to walk through all areas of the facility; occasional squatting, bending and lifting (e.g. 40-50 lbs.); and moving equipment and restacking weights.

Personal characteristics and traits we're looking for include:

- Innate personal integrity (including punctuality).
- Strong work ethic.
- Positive "can do/will do" attitude.
- Outstanding people and communication skills.
- Strong organizational skills and attention to detail.
- Consistently professional demeanor and appearance.
- Passionate about health and wellness, and/or entrepreneurship.
- Deep commitment to our mission and values (see above).
- Strong ties to the local community.

Front Desk - Compensation

This is an hourly year-round position at competitive wages.

How To Apply

Interested candidates are strongly encouraged to review our website to learn more about our various offerings before applying.

To express your interest, please email your resume accompanied by a brief written description of relevant experience, qualifications, and accomplishments to jobs@chathamworks.com .

Chatham Works is an Equal Opportunity Employer