

Position: Studio Operations & Customer Service Lead

Job Summary: The Studio Operations & Customer Service Lead is a part-time, fully in-person position (~20 hrs/week) that combines front desk hospitality with sales and studio support. This person greets students, answers questions, and helps with sales at the front desk, while also assisting with studio operations, scheduling, and events. It's a great fit for someone who enjoys both customer service and organization, thrives in a community environment, and wants to be part of a vibrant pole dance studio.

Who we are:

Fly Together is Boston's top ranked pole dance studio that empowers students to feel strong, sexy, confident, and joyful through high quality instruction.

- Students leave class feeling strong, confident, and joyful
- We are a community that values embodied sensuality and empowerment
- We provide high quality instruction and a curated curriculum

Duties and responsibilities:

- **Front Desk & Customer Service:** For ~20 hrs/week, welcome students to the Watertown studio, inform them of events and offerings, and respond to questions. Manage emails, voicemails, and direct messages about studio policies and billing and troubleshoot student issues.
- **Systems & Safety:** Use Mومence (our studio booking/scheduling software) to update schedules and manage student registrations. Ensure liability waivers are completed and safety protocols are followed.
- **Sales & Student Support:** Sell students Intro Packs, memberships, and class pack sales. Conduct 1:1 student calls to improve retention and membership sales. Track and compile student conversion, feedback, and retention trends to share with leadership.
- **Studio Operations:** Manage inventory and own restocking of supplies/merchandise across Somerville and Watertown, and maintain clean lobby, studio, and equipment spaces.
- **Community Engagement:** Create a welcoming, inclusive environment, and represent Fly Together's mission and values with students and external partners.

Required Qualifications:

- Knowledge of pole fitness, dance, and/or aerial arts (ex. contortion, sensual movements, circus arts, twerk, etc)
- Strong organizational skills and attention to detail, excellent verbal and written communication skills, and comfortable multitasking in a fast-paced environment
- Ability to work evenings and weekends
- At least 18 years of age
- Must have legal authorization to work in the United States.

Preferred Qualifications

- Minimum of 1 year in customer service and interacting with diverse populations
- Minimum of 1 year in retail or sales with a focus on upselling/retention
- Basic tech/computer proficiency (Momence, Google Workspace, Slack, Canva).
- Event planning or coordination experience
- CPR and First Aid certified

Compensation & Benefits:

- \$360/week+ (based on experience and hours worked)
- Free unlimited class membership and training time
- Staff discounts off merch, workshops, etc

Application process:

- **Upload your resume and a personal statement at <https://forms.gle/YrWtVwUGtgutFEqbA>**
 - Personal statement (1-page maximum): Why do you want this role and why would you be a good match for our studio?
- Applications are accepted from September 24th- October 20th, 2025

Fly Together Fitness LLC is an equal opportunity employer. We will not discriminate and will take affirmative action measures to ensure against discrimination in employment, recruitment, advertisements for employment, compensation, termination, retention, promotions, and other conditions of employment against any employee or job applicant on the basis of race, color, gender, national origin, age, religion, creed, disability, veteran's status, sexual orientation, gender identity or gender expression. Black, Indigenous, and People of Color, and members of other underrepresented groups are encouraged to apply.