



Job Posting: Communications Associate (In Person)

Reports to: Jessica Takimoto, Founder & CEO (and, at times, Bipasha Gandhi, Director of Operations & Strategy, as needed)

Start Date: September 21 to 30, 2026

Location: In-person, on-site at SHINE FIT Studio #1 (Bloor/Yonge, Toronto), with shifts at Studio #2 once operational

Employment Type: Part-time employee

Compensation: \$18.00/hour base to start + \$1.00 per new booking (average starting including booking bonuses is usually ~\$20/hr, although high performers can do more)

Base scales up to \$22.00/hour + booking bonuses based on tenure and hours worked

Additional Compensation: Unlimited in-studio class credits, plus access to SHINE Year of Change and Online programming

Positions Available: 1

I'm looking for a detail-oriented, organized, and proactive person to join SHINE FIT as a **Communications Associate**. This is a fully in-person, on-site role combining administrative support, client communication, and sales coordination to keep operations running smoothly and ensure our members get fast, friendly support. With flexible part-time hours, this would be a great fit for students.

Responsibilities

General Description: This is an administrative position based on-site at the studio for the duration of each scheduled shift. You will be available in person to answer messages and make outbound phone calls throughout your shift.

- Manage inbound leads and member inquiries via Wix, phone, and Instagram
- Make and return lead calls to book intro sessions (ie First Class Free)
- Answer member messages and rebook classes
- Complete confirmation calls and workflow follow-ups
- Handle ad hoc admin tasks such as booking onboardings or follow-ups
- Clear all inboxes (Wix, Instagram, email) during each shift, no carry-overs
- Maintain and update admin workflows and trackers, with in-depth knowledge of Wix for subscriptions, purchases, invoicing, calls, texting, and bookings
- Collaborate with sales and coaching teams
- Answer all Instagram DMs
- Send video DMs and personalized follow-ups on social media



- Assist with basic sales tasks (Intro Offers, Class Pass Review Bonus, Class Packs, 6 Week Challenge sales)
 - Represent SHINE FIT's brand voice and community-first tone in every member interaction
 - Warmly greet members and contribute positive energy to studio atmosphere
 - Complete studio tours for first timers, as needed
 - Handle any on site issues, such as Zoom glitches, unwell participants, security incidents, etc and second in command in emergency procedures
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Schedule

- Fully in-person, on-site coverage; this role does not carry remote or work-from-home flexibility
 - 2 to 5 three-hour shifts per week, for a total of approximately 6 to 15 hours per week
 - Current posted schedule (all times EST):
 - Monday to Thursday: 9:00am to 12:00pm and 4:30pm to 7:30pm
 - Friday: 9:00am to 12:00pm
 - Saturday & Sunday: 9:45am to 1:15pm (inclusive of a 15-minute unpaid break, taken while a class is in session)
 - Shift timings may change based on business needs, with written advance notice provided
 - Shifts are fixed but may be swapped directly with another Admin/Comms team member with approval; outside subcontractors are never permitted to cover a shift
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Compensation

- \$18.00/hour to start, increasing in defined steps based on tenure and hours worked, up to a \$22.00/hour cap at 42 months' tenure
 - \$1.00 bonus per new booking
 - Paid bi-weekly via direct deposit, less applicable statutory deductions
 - **Additional Compensation:** unlimited in-studio class credits (~\$300/mo value), plus access to SHINE Year of Change and Online programming
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Expectations

- Be on-site and ready to work at the posted shift start time
- Maintain professional and prompt client communication (Slack is the primary channel; responses expected within 1 business day)



- Complete all tasks each shift, no carry-overs
 - Dress in active/athletic attire consistent with SHINE FIT's brand while on-site or representing the Company
 - Uphold SHINE FIT's positive, inclusive, body-confident brand tone ❤️
 - Demonstrate accountability and initiative
 - Participate in the annual check-in process and ongoing training/growth opportunities
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Qualifications

- High School Diploma or equivalent
 - Post-Secondary education an asset, but not required
 - Fluent in English
 - Excellent written and verbal communication skills
 - Positive, upbeat demeanor and tone of voice on phone
 - Previous customer service or administrative experience an asset, specifically phone experience
 - Comfort using a personal laptop and phone to perform the role
 - Ambitious, can-do attitude
 - Ability to work in a fast-paced, on-site, and constantly evolving studio environment
 - BONUS: interest or passion for fitness, dance or theatre. Alignment with body positive & anti-diet brand values.
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Application

Please apply here: <https://forms.gle/6AFtWBWrW5oggzXf9>