

# Assistant Studio Manager

## Job Description

### Mission Statement:

*“To inspire a growing community of people to be passionate about playing music and to teach them the skills necessary to do so with excellence.”*

### Job Objectives:

- To support the Studio Managers to maximize customer satisfaction and profitability.
- To create margin of time and energy for the Studio Managers.
- To act in alignment with Mason Music’s mission and core values.
- To create raving fans of Mason Music.
- To be a culture promoter.
- To execute duties as accurately and efficiently as possible.
- To strive for continual improvement over time.

### Required Competencies:

Action Oriented	Organizational Agility
Approachability	Patience
Composure	Priority Setting
Customer Focus	Problem Solving
Dealing with Ambiguity	Time Management
Decision Quality	Timely Decision Making
Integrity and Trust	Technological Savvy

### Areas of Responsibility

#### I. Administrative Duties:

- Manage teacher calendars cooperatively with the Studio Managers
- Schedule appointments for customers
- Maintain accurate records for billing/invoicing customers
- Collect payments and paperwork in a punctual manner
- Uphold facility standards by maintaining a clean, welcoming environment with adequate levels of office supplies and retail inventory
- Assist in preparation of staff hours for payroll (teachers and desk staff)
- Opening/closing duties
- Report any maintenance repair issues to the Studio Manager
- Assist in preparing and submitting the weekly report
- Manage studio and personal email accounts @masonmusicstudios.com

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### **II. Sales/Customer Service:**

- Memorize IMPACT guidelines
- Make first lesson experiences remarkable
  - welcome, swag bags, buttons, teacher connect, etc.
- Distribute marketing material and offer support at community events
- Participate in ongoing training for retail sales knowledge
- Hold orientation meetings with new students
- Manage “Membership Economy” items, including swag bags, bracelets, buttons, etc.
- Cashier duties
- Perform 30 day check ins
- Process customer exits
- Understand, sell, and manage customer contracts and renewals
- Identify and pursue opportunities for growth in retail/lesson programs

### **III. Leadership Roles:**

- Memorize and communicate our mission statement
- Manage receptionists
- Hold teachers accountable to policies/values
  - Absentee Lesson Plans, time and attendance tracking, appropriate lobby etiquette, etc.
- Assist with training receptionists
- Maintain your Independent Development Plan

### **Goals and Accountability**

Assistant Studio Managers are responsible for supporting the Studio Managers in reaching their goals. Assistant Studio Managers report directly to the Lead Studio Manager and are also accountable to the Operations Manager and the Owner. The primary metrics by which a Manager’s effectiveness and success will be measured are:

- Student Load
- Retail Sales
- Recital Registration
- Group Lesson Registration

Quarterly goals in these areas will be established in partnership with the Executive Team and Studio Managers. Assistant Studio Managers will partner with the Studio Managers to create and execute strategies to hit these goals.

### **Communication/Meeting Cadence**

Meet monthly with Management Team.

Meet monthly with Lead Studio Manager for Studio Development Meetings to review studio’s goals and progress.