



MASON • MUSIC
Receptionist
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 perform my duties in alignment with Mason Music’s mission and core values
- To create raving fans of Mason Music
- To be a culture promoter
- To execute my duties as accurately and efficiently as possible
- To strive for continual improvement over time
- To contribute positively to the growth of my studio

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 schedules cooperatively with Studio Manager
- Schedule appointments for customers
- Maintain accurate records for billing/invoicing customers
- Collect payments and paperwork by established deadlines
- Complete the daily closing/cleaning checklist
- Report any maintenance repair issues to the Studio Manager
- Check and reply to **studio@masonmusicstudios.com** email
- Send ALPs to students who miss lessons
- Assist with Inventory Management
 - (physical counts, merchandising, ordering, receiving, stocking, pricing, etc)



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II. Sales/Customer Service:

- Build relationships with customers (more than a transaction)
- Memorize IMPACT guidelines
- Distribute marketing material
- Participate in ongoing training for retail sales knowledge
- Make first lesson experiences remarkable
 - (welcome, swag bags, buttons, teacher connect etc)
- Be a problem solver (not “no.” but “no, and...”)
- Be fast at the register
- Process customer exits
- Understand, sell, and manage customer contracts
- Identify opportunities for growth in retail and lesson programs

III. Leadership Roles:

- Memorize Mission Statement and Core Values
- Lead by example - model our core values to those around you

Goals and Accountability:

As a Receptionist, you will report to your Studio Manager. Studio Managers will report to the Operations Manager and Owners. Receptionists will be held accountable for the following:

- Studio Cleanliness
- Customer Satisfaction
- Teacher Satisfaction
- Operational Efficiency
- Retail Sales Goals
- Student Load Goals

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