



MASON • MUSIC
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 manage my studio in alignment with Mason Music's mission and core values.
- To create raving fans of Mason Music.
- To be a culture promoter.
- To lead my team to maximize customer satisfaction and profitability.
- To execute my 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
- Schedule appointments for customers
- Maintain accurate records for billing/invoicing customers
- Collect payments and paperwork in a punctual manner
- Submit weekly deposits to Operations Manager
- Uphold facility standards by maintaining a clean, welcoming environment with adequate levels of office supplies and retail inventory
- Report staff hours for payroll (teachers and desk staff)
- Facilities maintenance and upkeep
- Manage budgets
- Submit Weekly Report
- Manage studio and personal email accounts @masonmusicstudios.com

II. Sales/Customer Service:

- Memorize IMPACT guidelines
- Distribute marketing material and offer support for community events



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Participate in ongoing training for retail sales knowledge
Hold orientation meetings with new students
Manage “Membership Economy” items, including swag bags, bracelets, buttons, etc.
Problem Solving
Cashier Duties
Perform 30 day check ins
Send Exit Surveys
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 Teachers and Reception Staff
 Recruit, Interview, Select, Onboard, Train, Review, Coach, Develop
Apply Corrective Action
Initiate Contract Termination
Show Leadership among Peers
 Participate in Selection and Training Process for new Studio Managers
 Coaching and Development for existing Studio Managers
Maintain your Independent Development Plan

Goals and Accountability

Studio Managers are responsible for the smooth and independent operations of their studio. Studio Managers report directly to the Operations Manager and are also accountable to 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.

Communication/Meeting Cadence

Meet Monthly with Management Team.

Meet Monthly with Operations Manager for Studio Development Meetings to review your studio’s goals and progress.