

# 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
Coachability	Priority Setting
Composure	Problem Solving
Customer Focus	Team Player
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
- Maintain adequate levels of office supplies and retail inventory by placing orders for studios
- 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
- Assist Managers in conducting physical inventory counts quarterly

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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

Manage “Membership Economy” items, including swag bags, bracelets, buttons, etc.

Cashier duties

Review 30 day check ins and take appropriate action, notifying the Manager of pertinent information.

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 and core values

Manage receptionists in the absence of the Manager

Hold teachers accountable to policies/values

- Absentee Lesson Plans, time and attendance tracking, appropriate lobby etiquette, etc.

Assist with training receptionists

Maintain your Individual Development Plan

In the absences of a Studio Manager, be the acting Studio Manager.

### **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.