



MASON • MUSIC

# 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 serve our students and retail customers with excellence.
- To be a promoter and protector of a healthy studio culture.
- To strive for continual self-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 in partnership with the Studio Manager
- Schedule and reschedule appointments for customers
- Maintain accurate records for billing and 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
- Complete opening and closing duties
- Assist in preparation of staff hours for payroll (teacher and desk staff)
- 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 Studio Managers in conducting physical inventory counts quarterly

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

- Demonstrate excellence in sales by converting new leads into active customers
- Memorize and model our customer service guidelines (IMPACT)
- 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 (swag bag, bracelet, buttons, etc)
- Cashier duties
- Review 30 day check ins and take appropriate action, notifying the Studio Manager of pertinent information.
- Process customer exits
- Understand, sell, and manage customer contracts/renewals
  - Identify and pursue opportunities for growth in retail/lesson programs

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

- Set aside time for personal development using your IDP
- Memorize, model and communicate our mission statement
- Help establish and maintain a healthy, productive studio culture
- Hold teachers accountable to Company policies & values in the absence of the Studio Manager
  - (collect ALPs, track time & attendance, appropriate lobby etiquette, etc.)
- Assist with training of other Assistant Studio Managers
- In the absence 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 Studio Managers and are also accountable to the Director of Operations 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

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**

Daily Communication - Daily hand-off with Studio Manager to communicate assignments for the day, receive coaching on previous day’s activities, etc. Notes will be shared via a shared Google doc.

Meet Monthly with your Studio Manager for Development Meeting to review your goals and progress.

Monthly Internal Newsletters - All staff members are expected to read internal communication to stay up to date on the happenings of the Company.

Front Desk Development Meetings - as needed for ongoing training with other Assistant Studio Managers and Studio Managers.