



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 be a promoter and protector of a healthy studio culture.
- To lead my studio team to maximize customer satisfaction and profitability.
- To execute my duties as accurately and efficiently as possible.
- To strive for continual self-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
- Uphold facility standards by maintaining a clean, welcoming environment
- Submit weekly deposits to Director of Operations
- Maintain adequate levels of office supplies and retail inventory
- Report Staff hours for payroll (Teacher and Desk Staff)
- Manage budgets
- Submit Weekly Report
- Manage studio and personal email accounts @masonmusic.com

II. Sales/Customer Service:

- Memorize and model our customer service guidelines (IMPACT) guidelines
- Demonstrate excellence in sales by converting new leads into active customers
- Distribute marketing material and offer support at community events



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Make first lesson experiences remarkable

(welcome, swag bags, buttons, teacher connect, etc.)

Participate in ongoing training to develop retail sales knowledge

Manage “Membership Economy” items (swag bag, bracelet, buttons, etc.)

Cashier Duties

Review 30 day check-ins and share feedback with teachers

Process customer exits

Understand, sell and manage customer contracts/renewals

Identify and pursue opportunities for growth in retail & lesson programs

III. Leadership Roles:

Maintain your IDP & set aside time for personal development

Memorize, model and communicate our mission statement

Establish and protect your studio culture

Assist with the planning and execution of the Spring and Winter Recitals

Manage Teachers -

Onboard, Train, Review, Coach, Develop, Exit

Manage Assistant Studio Manager/s -

Interview, Select, Onboard, Train, Review, Coach, Develop, Exit

Leadership among peers

Participate in selection and training process for new Studio Managers

Goals and Accountability

Studio Managers are responsible for the smooth and independent operations of their studio. Studio Managers report directly to the Director of Operations and are also accountable to the Executive Team. The primary metrics by which a Studio Manager’s effectiveness and success will be measured are:

Student Load

Retail Sales

Recital Registration

Group Lessor 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 Director of Operations for Development Meetings to review your goals and progress

Quarterly New Hire Orientation Cookouts. Studio Managers may attend as many of these as they like, but no less than 2 per calendar year