



Studio Administrator

Job Description

Our Mission

Teaching, equipping & empowering the next generation of music makers.

Are you friendly, organized, and customer-focused? Do you enjoy creating positive experiences and keeping things running smoothly? The Studio Administrator position at Mason Music offers an opportunity to be the welcoming face of our studios, connecting with students, parents, and teachers to ensure exceptional service and seamless operations. Join our team and play a key role in supporting our mission by managing schedules, facilitating communication, and maintaining a welcoming environment that works to empower the next generation of musicians.

Job Objectives

- Provide welcoming, effective and professional assistance to parents and students.
- Coordinate and schedule private lessons for children and adults, ensuring a seamless experience.
- Manage and respond promptly to electronic communications from students, parents and teachers.
- Process new student enrollments and perform essential data entry accurately and efficiently.
- Support various projects and tasks as assigned, contributing to the overall efficiency of the team.

Required Competencies

Customer Focus	Organizational Agility
Approachability	Patience
Coachability	Priority Setting
Composure	Team Player
Professionalism	Problem Solving
Collaboration	Technological Savvy
Decision Quality	Time Management
Integrity and Trust	Timely Decision Making



MASON • MUSIC

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Areas of Responsibility:

I. Administrative Duties & Work Distribution:

Manage and respond promptly to electronic communications (emails and texts) from students, parents and teachers

Manage incoming phone calls professionally, addressing inquiries, providing accurate information, and directing calls to the appropriate team members as needed

Schedule and reschedule appointments for customers

Process new student enrollments as needed

Maintain accurate records by updating student information, lesson schedules and attendance records in our scheduling software

Relay important messages or updates between teachers and students/parents to facilitate smooth operations and clear communication

Ensure lessons begin and end on time to maintain lesson schedule accuracy and efficiently manage customer flow in the lobby

Uphold facility standards by maintaining a clean, welcoming environment

Complete opening and/or closing duties

Report any maintenance or repair issues to a member of the Operations Team

Support miscellaneous projects and tasks as assigned

II. Customer Service:

Provide a welcoming environment by greeting every customer with a warm, friendly demeanor, ensuring they feel valued and comfortable in the studio

Provide clear, accurate information regarding lesson details, policies, and other inquiries

Anticipate and respond to potential customer needs or concerns

Aim to make each customer interaction memorable for its friendliness, efficiency, and professionalism

Goals and Accountability:

Studio Administrators are accountable to the Director of Operations, the Operations Manager & the CEO. The primary metrics by which a Studio Administrator's effectiveness and success will be measured are:

Personal time and attendance

Administrative accuracy

Email & text response time

Facilities maintenance and cleanliness