

Job Description- Studio Operations Manager

DUTIES AND RESPONSIBILITIES:

The Studio Operations Manager is responsible for direct oversight of the administrative operations of the studio. This position ensures that the studio is providing the industry's best experience with each and every client including quality of massage, accuracy of transactions and exemplary customer service.

The Studio Operations Manager is also responsible for coaching and mentoring the Sales Client Service Specialist (SCSS) Staff and Massage Therapists (MT) to ensure a flawless "Elements Experience" through deployment of the *Elements Service Path* in a warm and welcoming atmosphere.

As the culture champion, the Studio Manager creates and maintains a unified team who has fun; yet, through passion, integrity, ownership and respect of each other and clients, is motivated to work together to meet established studio goals.

Duties of the Studio Operations Manager include:

HIRING & TRAINING

- Oversee the SCSS and Massage Therapist staff hiring process.
- Conduct administrative training in accordance with Elements and studio established processes.
- Complete annual performance reviews of SCSS and Massage Therapist staff and 30, 60 and 90 day assessments for all new hires.
- Ensure monthly SCSS and quarterly MT staff meetings are held.
- Coach, mentor and train SCSS and MT staff in the areas of: customer service, sales and studio operations.

OPERATIONS

- Create a warm, inviting and emotionally safe environment for staff and clients.
- Oversee all established processes at the front desk and work to ensure continuous improvement.
- Attain weekly, monthly and yearly production and sales goals.
- Demonstrate complete competency and proficiency with MindBodyOnline (MBO), the studio data management system and other software utilized in daily operations.
- Lead Studio Supervisors (Lead Therapist and SCSS Coordinator) in creation of programs to enhance studio culture, increase the productivity and reach studio goals on a weekly, monthly, quarterly and yearly basis.
- Ensure studio compliance with all HIPAA rules and regulations.
- Contribute to and support marketing efforts of studio including working with partners and staff to drive new client trial, promote gift card sales, educate consumers and engage the local community.

- Manage all aspects of Wellness Program memberships including sales, tracking, engagement, delinquency, suspensions and terminations.
- Communicate effectively with Studio Management Team (Lead Therapist, SCSS Coordinator and/or Owner) and all staff members.
- Ensure data integrity in all systems.
- Prepare daily, weekly and monthly accounting and financial analysis to support payroll processing and monthly close of books.
- Respond timely to customer concerns and ensure customer satisfaction rating is at or above national brand rating.

STUDIO UPKEEP

- Monitor and maintain supply inventory.
- Notify owner of equipment needing repair or replacement.
- Ensure proper maintenance, cleanliness and appearance of the studio.

OTHER DUTIES

- An average workweek is 45 hours including weekend shifts. A manager is expected to be flexible with his/her schedule, be available when needed and help with anything that will benefit the studio.
- Other duties as assigned.

QUALIFICATIONS:

- Problem solver who can provide creative solutions and engage employees in creation thereof.
- Minimum of 2 years operations, sales and customer service experience. Retail or massage industry experience a plus.
- Excellent written and oral communication skills.
- Proficiency in managing a team while reinforcing our company values of fun, ownership, respect, passion and integrity.
- Direct supervisory responsibilities in a fast paced environment.
- Computer proficiency: Google Suite, Excel, Apple computers and web-based scheduling, a plus.
- Attention to detail and ability to follow written and verbal instructions.
- Drive for success and attainment of business goals.
- Adaptable and ability to remain flexible in a constantly changing environment.
- Leadership skills. Ability to effectuate change as needed and drive team to results through motivating coaching.
- Ability to remain confident and calm under stress.
- Valid driver's license and proof of auto insurance as you will be required to drive on behalf of the studio.