

# EBF STUDIO MANAGER

## PURPOSE

*Execute and maintain customer service experience and in-house service team. Owning all in-house communication regarding service, sales and operations.*

## DESCRIPTION

The Studio Manager is responsible for managing all front desk employees and ensuring the facility achieves sales goals, delivers the best customer service in the industry, and maintains operational effectiveness and efficiency. The Studio Manager is expected to lead by example in all processes and customer service. The Studio Manager will work alongside facility Training Management to maintain a clean and welcoming environment.

## OVERVIEW OF RESPONSIBILITIES

### ***Front Desk Staff Management***

- Oversee and approve hiring and scheduling front desk employees
- Hold weekly meetings with the front desk team
- Ensure customer service quality is upheld

### ***Reporting***

- Enforce use of resources on the Team Hub
- Update facility reports and review daily checklists
- Submit Weekly Reports, including End of Shift, Facility Walk Throughs, Opening and Closing Checklists, Tour and New Member Reports
- Inform Management of all operation and facility happenings

### ***Budget and Sales***

- Confirm staff time clock accuracy prior to the closing date of the pay period
- Work with the team to achieve sales goals
- Follow up with Terminations and Freezes
- Manage Late Cancellation and No Show Fees

## COMMUNICATION AND EXPECTATIONS

- Respond to emails within 4 hours
- Submit Daily, Weekly and Monthly Checklists
- Use Shout Out & Miss Form
- Communicate daily, as needed, to Management

## COMPETENCIES

### *Trust & Teamwork*

- Act and make decisions in the best interest of the whole company
- Build trusting relationships within the team, across the company, and with vendors
- Appropriately allow others to develop their skill at decision-making and accountability
- Act with integrity

### *Personal Leadership*

- Ask important questions and provide candid observations
- Demonstrate initiative and enthusiasm
- Proactively address challenging issues with solutions and maintain positive energy during difficult periods
- Show courage and challenge the status quo
- Maintain credibility as a professional so that others have confidence in you and value your input and involvement

### *Results Driven*

- Prioritize effectively as changes occur in daily work
- Adapt goals as needed according to company growth and change
- Drive for results with and through others
- Convey a sense of urgency in your work
- Maintain persistence despite obstacles and opposition

## JOB REQUIREMENTS

### *Weekly*

- 40 desk hours
- 10 management hours

### *As Needed*

- On Call and answer emails daily
  - Monday-Friday
    - 5am-10pm (clubs scheduled open hours)
  - Saturday & Sunday
    - 7am-4pm (clubs scheduled open hours)