

Studio Manager

Based in Manly – 5 days per week

Permanent Employment (38 hrs per week)

This role is at the forefront of our Manly studio, leading the community and our team of teachers and support staff. A fantastic opportunity for a customer focused, sales & business manager, who has a real passion for yoga, education, student engagement and service. You will be an instrumental part of the continued strong performance of this Power Living studio and you'll get to work alongside some pretty awesome humans too!

The Role

- **Studio Strategy, Performance & Sales**
 - Contribute to the creation and execution of the FY strategy for the studio
 - Responsible for the studio performance to budget
 - Meeting Revenue & expense targets
 - Sales targets – conversion & retention
 - Responsible for the Reporting to track studio performance to budget

- **Staff Management**
 - Manage staff and contractors, maintain a positive & engaged internal team culture, underpinned by the Power Living core values
 - Manage all support staff and contracted teachers, ensuring they are set up for success in their roles to support the studio. Achieving KPI's
 - Assist the Head of Yoga Manager, when required, in the creation of the Studio Timetable (roster)
 - Ensuring class targets are being met and that the right teachers are on the right classes

- **Customer Relations Management and Studio Operations**
 - Responsible for the community culture within the Manly studio
 - Assist in the management of all student enquires, direct debit accounts, emails, student phone calls/feedback
 - All emails responded to and acted on, within a reasonable timeframe
 - All student MindBodyOnline accounts are up to date
 - Responsible for student conversion from initial passes onto ongoing passes, memberships and actioning renewals.
 - Manage student retention by ensuring the best in studio experience as possible, at all times
 - Ensure the Studio look and feel, maintenance, cleanliness and operations guidelines followed at all times
 - Manage all studio appearance in line with all operations manuals/guidance
 - Respond to urgent matters immediately and undertake appropriate solutions

- **Retail and Stock control / Inventory Management**
 - o Manage retail sales targets
 - Maintaining visual merchandising display changes to ensure the retail area appears fresh and new for the students
 - o Ensure COG budget is adhered to and appropriately adjust to respond to retail sales performance
 - o Ensure all stock levels are managed and maintained within studio
 - Studio ordering process must be followed
 - Manage cleanliness and efficiencies within stock room – random audits are undertaken 100% standards must be met

- **Support Studio level events and promotions**
 - o Working with the Head of Yoga to create and manage a robust calendar of events, workshops and promotions
 - o Support program sales and all teacher training events
 - Ensure events are being actively sold/promoted within the studio
 - Assist in the smooth running of the events, work to checklist and event debrief

Skills required

- 4 years minimum experience in a similar administration/managerial role with demonstrated success (studio/ wellness/ fitness manager)
- Tertiary education in related discipline
- Excellent communicator both verbal and written
- Previous experience in leading \$1mil + turnover business/ company
- Demonstrated success in growing database and leading communities
- Tenacious and driven , yet with calm demeanour and vibrant energy
- Must be highly proficient across the Microsoft Office /Google programs
- Demonstrate an excellent understanding of CRM software/ systems
- Must be willing to pick up a variety of tasks as required and get their hands dirty
- Some creative yoga/pilates experience and completed 200hr Power Living Teacher Training / Alternate TT – *highly desirable*

The person

- Enthusiastic, personable, confident & able to connect/engage quickly
- Real passion for customer service, administration and operations.
- Excellent verbal & written communication skills
- Able to act quickly, under pressure & use initiative
- A passion, knowledge & interest in yoga, wellness & the Power Living Brand

Apply to GM : steven.riches@powerliving.com.au

General Manager
Steven Riches
