



Position: Studio Manager

Status: Full-Time, Exempt (40 hours – Monday through Friday 8:30am-4:30pm)

Compensation: Competitive based on experience

Benefits: 180 membership for self, one additional complimentary membership for family member, Family rate for additional household members, 401(k) w/ match, 12 days of personal PTO plus 6 holidays, staff retail discount, health insurance 50/50 split for employee.

Reports to: Integrator

Job summary:

The Power House is looking to fill an administrative role central to the success and synergy of our community and service categories. The new Studio Manager position is an integral role in the delivery of high-level services and growth of specific revenue categories for a fast growing, community-based fitness and performance company.

The primary role of this position will be to master the software (MindBody) functionality and tasks management as required for the business, most specifically around scheduling and account management. The secondary role will be to deliver top-level “transformational transactions” to the members and prospective clients, providing a professional front-of-house presence for all locations and managing the lead conversion process. The tertiary roles will be to manage the retail inventory, oversee the overall organization, presentation, and cleanliness of the facilities.

The Studio Manager position is expected to participate in The Power House's team with a full commitment to the achievement of the company's vision. This is a unique position that will be filled by a person that shares the company core values, lives a lifestyle committed to wellness, and wants to grow in their career while being a part of a tight-knit and vibrant community.

RESPONSIBILITIES:

MindBody Accounts (average of 20 hours per week):

- Client account creation
- Add documents into client accounts (HIPPA compliant when applicable)
- Program schedule changes, additions, enrollments
- Manage sub requests and assist with blocking schedules for PTO and meetings
- Group membership transactions, pauses, cancellations

- Settles unpaid classes weekly
- Private and semi-private package transactions, assisting coaches with checking out and rebooking appointments
- Assist with scheduling and payment collections & processing for all service categories:
 - private training
 - team training
 - group training
 - corporate wellness
- Team training payment collections, scheduling sessions
- Corporate training scheduling support
- Book free Wellness Consults
- Book space rentals and private events
- Assist General Manager with tracking staff billable hours
- Support staff with creating and changing schedule availability
- Make schedule changes for holidays and inclement weather situations
- Run reports for leadership team on various analytics: total member number, average member value, new client creations, new intro offers
- Lead quarterly class audit process
- Run monthly visits report for Healthy Contributions participants and submit attendance through online portal.
- Communicate with bookkeepers as necessary regarding MBO reports

Lead Management (average of 10 hours per week):

- Master knowledge and clearly articulate all TPH services, pricing, and competitive advantage to prospective clients.
- Main point of contact staff for all types of leads across Service Category domains, delegating to Service Category Leaders when appropriate
 - Walk In
 - Phone Calls
 - Emails
 - Apex Chat via website
 - MindBody Contact us submissions
 - Facebook messaging
 - Community class and new intro offers follow up
 - Client Referrals
- Track leads and conversions, reporting to leadership team weekly
- Manage open rates, communications and follow up for Brandbot auto-email campaigns
- Manage requests for in-kind donations
- Submit weekly Staff Newsletter information

Front of House (average of 5 hours per week):

- Provide exceptional customer service and a fun, welcoming and friendly presence

- Answer client questions and engage in community-building conversation
- Coordinate member onboarding process, maintaining and improving the New Member Packet process.
- Manage and replenish hard copy forms for business, event, and member use.
- Maintain the organization of digital hard drives and company computers.
- Manage neighborhood relations and noise complaints
- Provide presence and support at company events
- Main general studio organization
 - Temporary signage, chalkboards
 - Shoes and cubbies
 - Front desk
 - Retail spaces
 - CSA area
- Engage in light cleaning duties as required:
 - Sweeping
 - Complete bathroom checklist
 - Mopping
 - Shoveling
 - Garbage removal
- Receive packages and break down boxes
- Assist group members with checking into class
- Assist with Square checkout process
- Process physical waivers and WaiverKing digital waiver process, affirming their transfer to MindBody
- Ensure compliance with first-aid and emergency protocols and procedures
- Submit weekly Staff Newsletter information

Retail, inventory, and POS (average of 5 hours per week):

- Organizes and cleans retail display area.
- Creates retail presentation, pricing information, and product information guides.
- Restocks lobby retail items and keeps inventory storage organized and accessible.
- Executes monthly expiration date check to ensure soon-to-be expired products are discounted and expired products are removed from sale.
- Execute end of week (EOW) retail inventory counts, adjusts MindBody inventory according to count, and creates EOW inventory and loss reports.
- Checks out clients for any retail purchase and processes payment accurately.
- Receives retail and facility deliveries, updates digital inventory, and manages digital tracking spreadsheet.
- Monitors daily cash till balance to match cash transactions.
- Updates retail item pictures, cost, pricing, and inventory in both MindBody and in Square for all locations.
- Communicates retail inventory needs to General Manager weekly.

Required Skills and Experience:

- Undergraduate degree or above, preferably in Sport Management or related field
- Strong business acumen and attention to detail, including financials and accounts.
- Previous experience managing a cash drawer, credit card and check transactions.
- Interest and understanding of financial goals
- Passion for Health & Wellness
- Excellent Communication Skills
- Ability to work efficiently and thrive in a fast-paced entrepreneurial environment
- Ability to handle interruptions and shifting priorities while continuously meeting deadlines
- Passion for creating and improving operational processes
- Embraces giving and receiving feedback
- Ability provide own transportation between multiple facilities
- Availability to work occasional holidays, weekends, and shifts outside normal business hours
- Inventory/retail management experience.
- Strong skills in Microsoft 365 Suite.
- Strong skills with Mac OS X.
- 2+ years of MindBody software experience.
- 2+ years of customer service experience.
- 2+ years of professional experience in fitness industry.

Preferred Skills and Experience:

- MindBody consultant certification
- Entrepreneurial Operation System (EOS) familiarity
- HIPAA familiarity.
- Experience with Slack communication app
- Experience with Canva and Brandbot platforms
- Familiarity with Square platform
- Personal experience and interest in CrossFit.

To apply please email your cover letter, resume and 3 references to careers@tphmn.com.