

**Job Title:** Studio Manager

**Reports to:** Studio Owner

### Background

Manages Operational tasks related to the efficient maintenance and running of the operations at the studio level and territory level. This position is responsible for managing the studio staff Team Members and the studio with all the daily studio operations in accordance with the Color Me Mine Studio standards, processes, procedures and culture. The Studio Manager will oversee the daily operations of the studio, will run the operations smoothly to maximize sales, profitability and minimize cost in addition to motivating studio staff Team Members to do so. The Studio Manager is responsible for promoting the Color Me Mine Brand and Experience with pride.

### Duties & Responsibilities

- Reviews Applications, Schedules Interviews, Recruits Staff, Trains Staff
- Conducts Performance & Compensation reviews, Counsels the employees as needed,
- Operates and Manages studio in accordance with Manuals, Procedures, Processes and Standards
- Schedules employees and prepares employees' roster
- Is present for large events, and participates in corporate marketing promotions
- Engages customers with the Color Me Mine brand through execution of social media platforms
- Utilizes Marketing tools to enhance studio presence and drives studio events
- Manages and maintains adequate stock levels and inventory SKUs pricing
- Adheres to inventory and FF&E (Furniture, Fixtures and Equipment) count schedules
- Performs a quarterly Safety Audit of premises
- Processes donation requests as approved
- Responds to customers' queries and complaints
- Manages marketing programs and displays as directed by the Studio Owner
- Liaises between Studio Staff Team Members, Customers, and Studio Owner
- Collaborates effectively with the Studio Owner in regards to maintenance with kilns and in-studio repairs
- Deliver a world class customer experience to all visitors of Color Me Mine
- Lead by example and be a model of our Guiding Principles
- Lead with vulnerability & curiosity to build trust with your team
- Embrace the "team" mentality of doing what it takes to get the job done
- Continuously work to improve your skill sets and never stop learning
- Ad-hoc requests as needed

### QUALIFICATIONS

- Must adhere and enforce all Color Me Mine philosophies, policies and procedures
- Communicates effectively with the Studio Staff Team Members, and encourages communication within the team
- Must represent Color Me Mine in a friendly and professional manner on the phone and in person
- Must be reliable, dedicated with strong interpersonal skills and work ethic

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- Ability to work in a fast paced and high volume environment with emphasis on strong customer service skills
  - Adaptable to softwares and technology adopted by Color Me Mine

### **Working Conditions / Physical Requirements**

The Studio Manager position requires the ability to stand for hours, walk, bend, squat, reach above shoulder, lift boxes or inventory items up to 50 pounds.

### **Direct Reports**

This position has supervisory responsibilities.

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_