

YOGASOURCE



Job Opening: YogaSource Studio Manager

Status: Part-Time (25-30 hours a week)

Overview:

YogaSource Palo Alto is seeking a part-time Studio Manager to oversee daily studio operations at our busy downtown Palo Alto studio, improve customer acquisition and retention, and continue to nurture a thriving community.

This is a hands-on position that requires quick decision making and execution, as well as thoughtfulness and attention to details. The ideal candidate will have 2-3 years experience working in the fitness industry - ideally in the yoga industry - and is excited about supporting a busy studio.

About YogaSource Palo Alto:

YogaSource Palo Alto is a premier health and fitness studio in the heart of Silicon Valley. Winning "Best Yoga Studio" in Silicon Valley for 5+ years, YogaSource has prized itself on top tier instructors, quality customer service, and a trusted community. Yogasource offers 75+ classes weekly, ranging from HITT to Restorative, operates 7 days a week, and has over 250 students attend classes daily and just celebrated its 25th year in Silicon Valley!

About the Role:

The Studio Manager will be responsible for overseeing the general operations of the studio, including facilities, staff, teachers, scheduling, and customer relations. This position involves management and will be supported by several front desk staff members who each support one specific pillar of studio management (e.g. marketing, partnerships, customer relations, etc.). The Studio Manager will work closely with the General Manager, Studio Owner and advisors to complete required duties outlined below.

Key Responsibilities:

- Oversee daily operations of studio including scheduling, facilities, staff, and client relations.
- Oversee facilities including cleanliness of studio, supplies, inventory, and studio improvement projects.
- Oversee staff; manage volunteer and some paid staff and ensure top customer service is delivered to all clients.

- Manage client relations: manage email with clients, voicemails, and in-studio relations and ensure high quality customer service is delivered.
- Build partnerships with local businesses, organizations, and individuals to plan private and group events.
- Plan special community events and assist with special studio programming (e.g. yoga in the park, workshops, etc.)
- Drive customer acquisition and retention; mine through data on MindBody software and develop a strategy for increasing traffic, building long-term clients, and increasing customer satisfaction.
- Develop studio culture between volunteer staff, paid staff, and instructors and ensure mission, vision, and values of YogaSource are
- Respond to online reviews, emails, and social media comments about YogaSource.
- Create unique campaigns/sales to differentiate YogaSource from other competitors and continue to drive revenue for the studio.

Qualifications:

- 2+ years college education
- Visible passion for and understanding of Yoga, Fitness, and/or Health industry
- Strong understanding of marketing, business development, and customer success
- Experience in customer service work and commitment to providing excellent service
- Ability to execute quickly and jump between high level projects and day to day operations
- Keen attention to detail, especially while managing multiple projects at once
- Previous experience managing teams
- Inclination towards personal growth and commitment to a high standard of business ethics

To apply, please send resume and answers to the following questions to info@yogasource.com.

Questions:

- Why are you interested in working for YogaSource? How does it align with your career goals?
- What plans do you have for your first 90 days in this position?
- Describe a few experiences where you've had multiple things to manage. How do you stay organized? What tactics did you use to succeed?
- Describe an experience where you failed in leading a project. How did you recover? What did you learn?
- What should YogaSource be doing that it isn't doing already?