



Position: Yoga Studio Manager (Part-Time Employment, 15 hours per week)

Reports to: Head of Wellness

Compensation: \$18,200 to \$22,000 annually, plus employee perks

Application Deadline: April 30, 2021 submit to hire@rideausportscentre.com

Job Summary:

Our Yoga Studio Manager is responsible for RSC's Yoga Studio strategy and the management of all aspects of day-to-day yoga operations. Reporting to the Head of Wellness, the Yoga Studio Manager will be responsible for ensuring that the daily operations of RSC Yoga Studio are seamless, while being a leader to our team. The Yoga Studio Manager is a customer service champion and will be the point-of-contact for instructors (responsible for substitutions, scheduling changes, coordination), front desk staff education on yoga and our clients. In partnership with the Head of Wellness, you will be expected to contribute to strategy development and problem-solving with an entrepreneurial mentality.

The expectation is that the Yoga Studio Manager will be a working yoga instructor at least 5 hours a week, and will have approximately 10 administrative hours a week.

Key skills for Yoga Manager:

Candidates must possess sound customer service, business, management, sales and marketing skills. Being welcoming, friendly, inclusive and having enthusiasm to contribute beyond listed responsibilities are key. Outstanding problem solving, interpersonal, organisational and communication skills are also essential. The ability to thrive in a fast-paced environment, to work under pressure, always maintain a high degree of professionalism and to think, act quickly and courteously are a must. First aid qualifications are required.

Strategic Responsibilities

- Work with the Head of Wellness to create the overall strategy for the Yoga Studio. This will include quarterly business goals and a 5-year rolling plan.
- Develop and launch programs to increase profitability and meet customer's needs
- Identify new yoga opportunities that either RSC is not capitalizing on or are new to the market (private yoga, etc)

Financial Responsibilities

- Oversee the financial success/profitability of the Yoga Studio maximizing revenue and minimizing expenses
- Manage payroll
- Quarterly forecasting of revenue
- Maintain statistical data (number of clients, returning clients, new clients, etc)
- Holistically managing the schedule from a financial perspective and identify ways to improve low performing classes

Staff responsibilities

- Direct management of all yoga instructors
- Manage the entire candidate scouting, interviewing and hiring process for the Yoga Studio
- Delivering an exceptional on-boarding and training experience, while continuously mentoring and supporting staff for development
- Lead by example and maintain consistent coaching for staff members to provide exceptional customer service
- Resolve employee issues or concerns in a professional and pragmatic manner
- Implement recognition for teachers who are killing it
- Conduct monthly team meetings to ensure communication, cohesion, collaboration and excitement amongst staff
- Ensure yoga team feels part of the RSC team and is kept informed of all key RSC updates

Customer responsibilities

- General greeter/promoter “face” of RSC Yoga Studio
- Maintain customer service standards
- Resolve any customer issues that cannot be dealt with by front desk or yoga team

Operational responsibilities

- Scheduling of all teachers and managing substitutions where necessary
- Ensure compliance with health & safety regulations
- Staying updated on the covid protocol in respect to yoga and implementing any changes
- Quarterly review of class performance and determine where classes should be added/dropped
- Work with team to promote and market yoga, including outline the weekly social media marketing plan
- Ensure Front Desk staff is educated on yoga offerings and check in process

- Studio supply management – ensuring products are well maintained and stocked
- Working with housekeeping to ensure studio is clean with exceptional attention to detail
- Manage all operations for Virtual Class offering: training support staff, ensuring systems are in excellent working condition

Qualifications

- 5 years teaching yoga
- 2+ years management experience, with a preference for experience in yoga studio management
- 2-3 years customer service sales experience
- Undergraduate Degree is preferred
- MindBody Online system experience required
- Ideally bilingual