



JOB TITLE: *Studio & Client experience manager*

JOB TYPE: *Full-time*

LOCATION: *508 Ryrie St. East Geelong, VIC 3219*

SUPERVISOR/MANAGER: *Managing Director*

MAIN DUTIES/RESPONSIBILITIES:

- *Manage reception & studio operations*
- *Manage the studio team & roster*
- *Maintain excellent cleaning, sanitation & hygiene standards*
- *Email & phone communications*
- *Studio social media posting & communications*
- *Merchandising of studio retail space*
- *Oversee facility maintenance*
- *Contribute in the development of budgets*
- *Contribute in the development of marketing campaigns*
- *Contribute in the development of community programs*
- *Manage the fulfilment of e-commerce orders (packing online orders for shipping)*
- *Maintain a clean and safe workplace, and abide by workplace health and safety policies and procedures*
- *Other tasks as directed*

SKILLS & EXPERIENCE

Experience:

- *People. You need to have worked with people or genuinely love helping people.*
- *Spa, Yoga or wellness industry experience preferred (not essential)*
- *Social media including Instagram & Facebook platforms*
- *Experience with professional phone and email communications*

Skills:

- *Kindness & caring*
- *Excellent verbal and written communication*
- *Strong organisational skills*
- *Customer service passionate & focusing on the client experience*
- *Excellent presentation standards*
- *Social media*
- *Cleaning*
- *Meticulous eye for detail*

PERFORMANCE GOALS:

- *Ensuring that the “client experience” is the primary goal of the day, week, year.*
- *Communicate with clients, suppliers and other employees professionally at all times*
- *Ensure studio is clean and presentable at all times*
- *Ensure team member training is scheduled & professionally maintained*
- *Ensure roster is complete 4 weeks in advance & ongoing*
- *Strong client reviews & feedback*
- *Contributions to the growth of the business*

REMUNERATION:

- *\$55,000 - \$60,000 depending on experience.*