

## District Heights Operations Manager JD

Classes: ~4 per week

Pay: \$820/Week=\$42, 640/year

Benefits: 401K

Perks: 2 Buddy Passes monthly

BikramYoga Works seeks a friendly, authentic, and passionate Operations Manager to manage the day-to-day operations of the District Heights satellite location. The ideal candidate is committed to studio's core values of honesty, integrity, quality and efficiency. S/he will aid in growing the studio's membership through social media, community engagement, and sales. The Operations Manager will ensure efficient operation of the studio including instructor management, client management, wellness services appointments, participate in community events, and trouble shoot problems as they arise to ensure that the studio remains clean, operational, safe and welcoming to practitioners.

This is an entry level, leadership position which will allow the successful candidate to learn the business and develop the skills to operate a studio and a team. The position reports to the Director and manages the studio by example consistently perform all tasks at the highest level of your ability.

### Key Tasks & Skills:

#### Front Desk/Studio Management

- Manage front desk operations
- Maintain student accounts
- MBO Fixes/Troubleshooting
- Sales
- Schedule & perform wellness appointments
- Properly train and manage team members on studio technology and processes to ensure cleanliness and accuracy of student data in MBO
- Train new teachers at studio on hot room equipment
- Maintaining the highest level of cleanliness
- Timely submission of inventory sheet to maintain an appropriate level of studio supplies
- Conduct monthly inventory checks & safeguard studio inventory
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#### Marketing

- Develop a strong presence in the surrounding community. Develop community events and drive grassroots marketing efforts.
- Develop a tight knit community within the studio that is inviting to new students.
- Participate/Collaborate in Athletic Republic community events and share information about BikramYogaWorks and the studio in general
- Create opportunities to promote targeted community (i.e. seminars, workshops, athlete training program, etc.)
- Actively promote all marketing and advertising initiatives such as newsletters, flyers, mailers, postcards, etc.
- Actively promote and market wellness services

#### Class Schedule Management

- Ensure teachers are aware of their teaching schedules
- Alert Director if teacher is a no show for class
- Regularly assess class attendance and work with Director to optimize the schedule as needed.

#### Ideal Candidate Qualities & Competencies

- Outgoing personality with a strong desire to provide great client service.
- Passion for yoga and wellness
- Bikram Yoga Teacher and/or Instructor Certification and ability to instruct classes weekly preferred.
- Management experience in customer service, retail or sales environment
- Proficient with technology
- Willingness to learn, grow and be coached.
- Desire to develop your own wellness practices as well as a deeper understanding of a yogic lifestyle

#### Special Notations

- On the job training will be provided
- This position meets weekly with Owner/Director
- This position also has a commission-based component paired with the wellness services
- Periodic travel to other locations

*This job description in no way states or implies that these are the only duties to be performed by the employee occupying this position. Employees may be required to follow other job-related instructions and to perform other job-related duties as requested. Certain job functions described herein may be subject to possible modification.*