

Tuesday, February 8, 2022

## Studio Manager - Steps on Broadway

Company: Steps on Broadway  
Location: New York, NY

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### STUDIO MANAGER

Classifications: Exempt  
Reports to: Operations Director  
Hours: TBA

About the role: As the Studio Manager, you are responsible for the management and daily activities within Steps on Broadway. This person will be interpersonally savvy with a strong sense of business acumen and can creatively solve problems. This person embodies integrity and confidence, is a role model, is bold, strategic, and is responsible for the success and health of the business. The ideal candidate will be charismatic, a trouble-shooter, and be able to cultivate connections with all staff and faculty.

Major areas of responsibility include hiring, developing, managing, motivating, and training front of house staff. Other key areas of focus are driving community relationships, fostering a culture of personal responsibility and fun, facility management, payroll, cash administration, and reconciliation, and most importantly, providing an AMAZING guest experience.

### RESPONSIBILITIES:

#### INTERPERSONAL SAVVY

- Foster the Steps on Broadway Community and Culture in-studio
- Set the weather in-studio so your studio team loves to come to work
- Build and foster relationships with instructors and local community
- Proactively identify and address conflicts
- Acknowledge your team's wins and show gratitude
- Be open to, embrace and manage change within the studio and studio team

#### CUSTOMER FOCUS

- Provide in the moment support to your team to ensure that all guest and teacher requests are addressed
- Be a hospitality champion that provides exceptional hospitality to teachers and staff, and inspires their team to uphold high hospitality standards
- Confidently manage conflict in high pressure situations
- Develop meaningful relationships and connections

#### PROCESS MANAGEMENT

- Be an expert on studio specific and company-wide operational procedures and policies
- Work with the Marketing Department to ensure marketing directives are being met and the Marketing team is assisted, as needed, from a Front Desk perspective.
- Seamlessly transition yourself, team, and studio to new ways of working and processes
- Develop and maintain schedules to ensure that all operating processes are completed
- Demonstrate a solution-oriented mindset and ability to execute within company standards in any situation

#### ORGANIZING AND PLANNING

- Set priorities to ensure all deadlines are met
- Hire, schedule, and manage all the cleaning and front desk staff
- Develop checklists and operational schedules to ensure that all aspects of the facility are maintained, including handling facility emergencies.
- Be proactive in finding oddities and repairs
- Be future oriented with a strong ability to plan projects
- Demonstrate the ability to manage your own schedule, prioritize and meet business critical deadlines, and complete projects under pressure
- General oversee of operations including ordering office supplies, managing client accounts and customer service issues
- Support developing business plans to reach and exceed rental and guest goals
- Support in ensuring that all company-wide initiatives are executed in studio
- Work alongside the retail team to identify opportunities to grow your studio's retail business

At Steps on Broadway, we strive to build and sustain an inclusive and equitable working and learning environment for all students, staff, and faculty. We believe every member of our Steps community enriches our diversity by exposing us to a broad range of ways to understand and engage with the world, identify challenges, and to discover, design and deliver solutions.

As an Equal Opportunity Employer, we strongly encourage people from underrepresented groups to apply to work at Steps. We endeavor to treat every candidate who applies equally and fairly without regard to race, color, religion, gender, gender identity or expression, sexual orientation, national origin, marital status, age, military or veteran status, mental or physical disability, pregnancy, and any other factor prohibited by law. We believe that diverse backgrounds, experiences, abilities, and perspectives are vital to our success as an educational institution serving the dance community.

Interested candidates should submit a cover letter and resume to [hr@stepsnyc.com](mailto:hr@stepsnyc.com). Please enter "Studio Manager" in the subject line. No phone calls please.

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[< back](#)

[previous listing](#) • [next listing](#)