



## **Studio Operations Manager**

### Job Description

Circle Yoga Cooperative (CYC) is seeking a part-time Studio Operations Manager to oversee key processes and programs for an established yoga studio in Northwest Washington, DC. CYC offers a warm and supportive work environment that fosters strong connections between students, teachers, and staff. We are known for our ability to welcome all students, to offer them a rich and varied experience of yoga and other wellness practices, and to help them cultivate their own mindful, sustainable practice.

### **Job Summary**

The ideal candidate will be able to wear many hats to support the growth of a small but multifaceted cooperative business. This position requires a skilled communicator who is able to bring empathy, patience, and transparency to their interactions with co-workers and students. A commitment to customer service is essential, along with a mindset for balancing the expectations of the community with the limited resources of a small business. The candidate must be a self-starter and a natural problem solver, with the ability to respond to unexpected circumstances without getting rattled. They must also have an ease with learning new technologies and a knack for creative troubleshooting. Essential duties and responsibilities of the Studio Operations Manager include:

### **Student Services Management (10 hrs / week)**

- Manage front desk staff
- Coordinate front desk coverage for weekly shifts, as well as workshops & special events
- Monitor support@circleyoga.com emails from students and ensure timely responses
- Field questions and respond to issues from front desk staff, which includes fielding occasional texts, phone calls, or emails during “off” hours
- Train new desk staff and ensure that desk staff have the know-how and support they need to fulfill their responsibilities

### **Registration System Management (4 hrs / week)**

- Manage CowTinker, CYC’s studio management software
- Troubleshoot issues that students, teachers, or staff experience with the system
- Follow up with students regarding account inquiries, errors, refunds, etc.
- Work with the Business Manager to process refunds and account adjustments
- Enter new class schedules into CowTinker before each new session

### **Circle Yoga Teacher Training Coordination (5 hrs / week)**

- Provide administrative support for the Circle Yoga Teacher Training (CYTT), managing program logistics and serving as primary point person for CYTT communication
- Work with Executive Director and Lead Trainers to set and implement CYTT program schedule, including in-person and online sessions

- Coordinate trainee application process and assist with trainee recruitment
- Track trainee attendance and coordinate make-ups
- Coordinate evaluations for each weekend and work with Executive Director and Lead Trainers to follow up on and integrate trainee feedback as needed
- Provide support to trainees as needed throughout the program year
- Coordinate certification through Yoga Alliance
- Manage CYTT email inbox

#### **Marketing Support (5 hrs / week)**

- Draft weekly announcements for teachers to read in classes
- Update website on a weekly basis
- Draft posts for neighborhood listservs 2-3 times per month
- Provide additional support to Executive Director and Marketing Manager in implementing marketing strategies

#### **Facilities Management (1 hr / week)**

- Manage overall upkeep of the facility and studio spaces
- Order supplies for office, cleaning, and studio spaces as needed
- Coordinate orders for new studio equipment
- Coordinate studio deep cleans between sessions

#### **Qualifications**

- Excellent communication and relationship-building skills
- Strong writing, editing, and proofreading skills
- Solid organizational skills
- Reliable task management
- Fluency in Google Workspace and Zoom
- Ease and demonstrated experience with learning new software/technology
- Experience working in a small business, non-profit, or yoga studio
- Interest and experience in mindfulness and yoga
- Bachelor of Arts or equivalent

#### **Hours and Compensation**

The Studio Operations Manager works 25 hours per week. Starting salary range is \$33,000-\$36,000 depending on experience. Staff discounts are offered on classes, workshops, and retail. This staff person works on site at the studio for most weekly work hours, though there is flexibility for some remote work. The Studio Operations Manager reports to the Executive Director.

#### **Apply**

Send a cover letter and resume with references to [jobs@circleyoga.com](mailto:jobs@circleyoga.com).