

Manager of Business Operations Position Description

Part Time, Required Monday - Thursday evenings, Saturday mornings

Transforms our organization's operations to align with its goals for customer experience; dazzling newcomers and cultivating the village of current families. The Manager of Business Operations supervises the Business Operation Specialists and reports to the Director of Operations.

This might be the role for you if:

- You delight in the successes of others
- You LOVE children and can work in a fast-paced and noisy workplace
- You like getting to know customers and their children
- You have no trouble making calls to customers and answering questions
- You've a go-getter, self-starter
- You are a software rockstar that knows their way around Google G Suite, HubSpot, databases, online forms, lead tracking and project management. You learn systems quickly.
- You are detail oriented, highly organized and value accuracy over speed
- You want a pivotal role in an organization and making a positive impact on children and youth

This is not the role for you if:

- You're looking for short-term, something quick and easy, we're looking for someone to stay with us for the long haul to see the results of the work being implemented
- You don't like being stretched out of your comfort zone
- You are a procrastinator and make excuses for not getting work done

Responsibilities

- Customer Service and administrative support
 - Provide high quality customer service, serve as Receptionist
 - Oversee organizational calendars (Google Calendar)
 - Manage studio communications and various inboxes such as voicemail, HubSpot for email, Facebook messenger, website forms and inquiries, and Salesmsg (texting)
 - Analyze business needs and workflow, oversee processes, assign tasks to Business Operation Specialists, implement Standard Operating Procedures
 - Use data and current trends to innovate communication and lead management techniques to deliver on high quality customer service
 - Ensure customers are responded to within 24 hours
 - Provide a memorable and positive experience for customers building professional relationships with customers, getting to know them and their needs and refining processes
- Facilities Maintenance
 - Maintain and clean and safe working environment
 - Responsible for cleaning the common areas and bathrooms of the studio, including vacuuming, emptying trash and recycling, , cleaning glass and sanitizing surfaces
- Other duties as assigned.