

Manager

Job Type: Full-time, 30-40 hours per week

Salary: We offer competitive wages and perks that will be discussed in your interview

Job Description

We're looking for an inspired, charismatic and organized individual who is passionate about yoga! The Manager is responsible for overseeing all staff and studio operations. The manager works alongside staff, teaches classes and ensures that every client is given an amazing experience while creating an atmosphere of calm and sense of community. The Manager reports to the owners, Kayla & Tara and is responsible for ensuring that the studio runs smoothly when Owners are not present. The Manager acts as a liaison between staff and Owners. Duties include, but are not limited to the following:

- Oversight of all studio functions and staff, ensuring that the studio remains a positive, inclusive environment for staff and clients
- Effectively communicates daily tasks, product information, promotions and studio happenings to staff
- Greets customers with a smile as they enter the store and provides awesome customer service
- Ensures that every client has an excellent experience all around (in the studio, on the mat, on our website, etc)
- Reports issues and client/staff feedback to the Owner in a timely matter
- Makes real time decisions for minor issues that may arise (i.e. managing difficult clients, offering discounts within reason, complimentary passes, refunds, etc)
- Processes payments and setting up autopay contracts
- Responsible for opening and closing procedures, including balancing cash register
- Follows client sign-in process with Mind Body Online and completes daily reports
- Takes weekly deposit to the bank
- Offers information and guidance on product selection, class types and memberships to clients in person, via email and over the phone
- Sequences and instructs yoga classes according to scheduled class type
- Books massage therapy appointments for clients
- Housekeeping; including general cleaning of entire space, laundry & restocking
- Purchases studio supplies (toilet paper, cleaning products, paper, etc)
- Responsible for following up with clients during their intro month via email
- Manages Salti Yoga Ambassador Program
- Assists with scheduling and other administrative tasks as needed
- Assists in conducting bi-annual staff reviews and meetings

Job Requirements

- Minimum 200hr RYT training; additional training and teaching experience an asset
- Consistent yoga practice
- Excited about teaching more than 1 class type
- Minimum of 1 year retail and/or customer service experience
- Strong interpersonal, organizational, time management and conflict resolution skills
- Self-motivated and independent work style

- Comfortable giving and receiving constructive feedback
- Some experience managing people
- Excellent computer skills using Windows, MS Word & Excel, and Google Drive; experience with Mindbody Online Software an asset
- Must be available at least 6 days of the week and willing to work weekday morning, daytime and evening as well as weekends
- Minimum 1 year commitment
- Must be willing to travel to Peterborough for 1 week of training (accommodations provided and dates are flexible)

To apply, please email Kayla and Tara at info@saltiyoga.ca and briefly outline what makes you a great fit for this position and why you are applying (in lieu of cover letter). **Please include a resume, teaching certificate and your availability in your email.** Only applicants who follow this process will be considered for the position. We will uphold your privacy by keeping all applications confidential.