

Job Title: Studio Supervisor

Compensation: \$20/hour

Pay Schedule: Bi-weekly

Job Type: Part-Time (3-4 days/week)
weekends & weekdays

Hours: approximately 25 / week

General Description: A studio supervisor will oversee and ensure the smooth operation of the day-to-day in the ceramics studio. They will work under management to achieve goals and support studio technicians, members, instructors, students, and customers.

Main areas of responsibility include:

- **Community Membership & Engagement:**

- Encourage and support a welcoming and inclusive studio environment, from tour through ongoing membership. Act as a resource for members of the community, providing support, encouragement, and guidance throughout.
- Respond to membership inquiries and give studio tours; send follow up emails / documents / invoices. Oversee membership openings and send on/off boarding information.
- Educate on and enforce proper studio usage, guidelines, and etiquettes for members and visiting guests.

- **Operations Oversight**

- Create daily to-do lists for studio technicians with clear expectations, milestones, and timelines.
- Ensure that projects are being completed well and in a timely and safe manner. Act as a support for studio staff to complete tasks as needed.
- Oversee kiln firing, workshop processing, clay reclamation, glaze mixing, cleaning, and maintenance schedules.
- Anticipate for fluxes in studio workload (upcoming events, class schedules, etc.) and communicate with and assign staff accordingly.
- Maintain data collection systems and interpret results to make informed decisions. Use data to provide management with accurate and timely updates.

- **Leadership & Development**

- Provide training and ongoing support for studio technicians.
- Create development plans and regularly check-in to provide support and give feedback.
- Set clear expectations and provide corrective guidance / documentation as needed.
- Create new and refine existing operational systems to support a more efficient and productive work environment.

- **Communication**

- Provide informational tours to scheduled and walk-in guests.
- Follow up with general email inquiries in a timely and professional manner.
- Respond to customer reschedule and transfer requests.
- Send member and student update emails and input outside firing / sales invoices as needed.
- Record incidents and communicate studio usage and etiquette reminders to members, in line with studio guidelines.
- Closely communicate daily with management, working toward overarching goals. Ensure free flowing communication and pass on daily notes, project updates, concerns, and feedback.

Physical Requirements: Must be able to lift up to 50lbs.