

Job Title: Assistant Studio Manager

Compensation: \$22-25/hour

Benefits: PTO, HRA & SIMPLE IRA

Job Type: Full-Time (5 days/week, incl. weekends)

Hours: 40 hours/week

Pay Schedule: Bi-weekly

General Description: The Assistant Studio Manager oversees the day-to-day operations of the ceramics studio, helping ensure the space functions reliably, thoughtfully, and with care. Working closely in partnership with management, while carrying primary responsibility for operational decisions, this role serves as a steady, on-the-floor leader — guiding staff, members, instructors, and students while making real-time decisions that keep both the studio and its community well supported. In a small, active studio environment, this includes adapting when plans change, stepping in during staff absences or high-demand moments, and following through to maintain consistency, trust, and momentum.

This role is intended as a long-term position within the studio's leadership team.

Main Areas of Responsibility

Community Membership & Engagement

- Encourage and cultivate a welcoming and inclusive studio environment, serving as a trusted point of contact for members throughout their experience.
- Manage membership communications, including tours, follow-ups, invoices, and onboarding/offboarding support.
- Educate members and guests on proper studio usage, guidelines, and etiquette, reinforcing studio expectations with care & consistency.

Operations Oversight

- Create and oversee daily to-do lists for studio technicians, coordinating priorities, timelines, and expectations.
- Ensure projects are completed safely, on time, and to quality standards, supporting staff and helping resolve challenges in real time.
- Oversee kiln firing, workshop processing, clay reclamation, cleaning, and maintenance schedules.
- Maintain and interpret data collection systems to inform day-to-day operational decisions, and provide clear, accurate updates to management as needed.
- Support operational coverage and team coordination during high-demand moments or staff absences.

Leadership & Development

- Provide training, guidance, and ongoing mentorship for studio technicians, supporting their growth & confidence in daily operations.
- Set clear expectations and record guidance, progress, and outcomes, addressing challenges as well as celebrating successes.
- Collaborate with the Studio Manager to build, refine, and iteratively improve operational systems, exploring new approaches to support staff, workflow, and the studio community.
- Demonstrate consistent leadership through real-time decision-making, follow-through, and adaptability, modeling accountability, initiative, and flexibility.

Communication

- Conduct tours for scheduled and walk-in guests, introducing the studio and guiding them with clarity & confidence.
- Respond promptly and courteously to inquiries and requests from members, students, and the public, both in person and via the public email inbox.
- Maintain close daily communication with the team, sharing updates, concerns, and feedback to keep operations running smoothly.

Physical Requirements: Must be able to lift up to 50lbs, and occasionally up to 75 lbs