

GOH BAYVIEW STUDIO MANAGER

Goh Ballet Academy achieves the highest levels of professionalism in classical ballet training and performance productions while supporting its students' passion for dance and dedication to their art. With steadfast commitment for over 40 years, Goh Ballet offers vibrant, innovative, and diverse dance educational experiences to students, taught by award winning instructors.

We are currently seeking to hire a full time Studio Manager for Goh Ballet's Toronto location, Goh Bayview. If you enjoy a fast-paced environment, communicate well in person, over the phone and via email, have an endlessly positive attitude, and excellent multitasking skills, then you could be just the person we are looking for to fill this position.

Reporting to the Director, the Studio Manager of Goh Bayview is a key member Goh Ballet's administrative team. The primary role is to be the main point of contact for Goh Bayview's student community, address any inquiries, manage Goh Bayview's day-to-day operations including payroll and financial planning, and provide continuous customer service. This person will also oversee class registrations, handle rental bookings, assist with the management of faculty and pianists, and special projects as assigned. Integrity, communication, motivation, professionalism, and enthusiasm are key components of this position.

Job Description:

- Improve the operational systems, processes and policies in support of Goh Ballet's vision and mission
- Manage and increase the effectiveness and efficiency of Goh Ballet through creative improvements, coordination and communication
- Support to colleagues as delegated by the Director. These tasks could include but are not limited to:
 - Annual recruitment targets and retention
 - All events, presentations and productions
 - Fundraising initiatives
 - Marketing, PR and Communication Initiatives
 - Oversee support staff and third-party contractors
 - Ensuring compliance with applicable human resource files
 - Developing, recommending approval and maintaining staff hours and vocational schedules
- Supervision of maintenance of Jr. & Sr. Student Handbooks, employee handbook and procedures manuals
- Supervise and ensure readiness for and implementation of all events on the annual calendar
- Oversee administrative files and documents back-ups and filing systems
- Provide support to the Wardrobe department acting as bridge between artistic and administrative responsibilities relating to productions and events
- Oversee written communications for our website, social media accounts and business development content in accordance with our communications plan
- Manage staff comments to address any complaints or business improvement and growth opportunities
- Support the Director in meeting with key external stakeholders who can advance and promote the work of Goh Ballet
- Ensure all social media and marketing initiatives are in alignment with the strategic plan and business development priorities
- Develop and implement key recruitment initiatives
- Oversee facility cleaning, hygiene, safety and maintenance and keep track of facility assets
- Manage insurance contracts and ensure compliance with contracts
- Manage IT infrastructure including Hardware, Software, Network, Security and Backup, Support and Maintenance, connectivity issues, troubleshoot other IT problems
- Manage vendor relations

Job Qualifications:

- Post-secondary degree in a related field (Business Administration or Arts Administration)
- 3+ years of managerial and/or operations specific role
- Proven ability to problem-solve and think creatively to develop unique and effective solutions
- Excellent verbal and written communication skills
- Ability to work in a fast-paced environment
- Excellent computer skills, specifically MS Office Suite, G Suite and cloud management
- Good understanding of social media platforms and best practices
- Basic understanding of IT
- Basic accounting skills and experience with budgeting and accounts payables and receivables
- Experience with data management, administrative processes and knowledge of administrative principles and best practices
- Experience with talent management
- Previous experience in the arts an asset
- Previous experience with a student and client database system such as MindBody or Jackrabbit Class an asset
- Desire to actively innovate and improve current operations
- Ability to cultivate and maintain a positive and engaging team culture
- Desire to grow their career and take on further responsibility in the future

Hours:

This full time position requires you to be available on evenings and weekends. Schedule may vary depending on availability and business needs.

Salary and Benefits

Salary will commensurate with experience.

Application

In your application, please send your resume/CV and a cover letter expressing why you are the right person for this job and indicate your salary expectations. **Please email Tracie Yee (tyee@gohballet.com).** **Subject Header: Application for Studio Manager.** All applications will be reviewed. We thank you for your interest in this position; however, we will only be contacting those selected for interviews.

Thank you.