



EMPLOYMENT OPPORTUNITY

Studio Coordinator Position (Part-Time)

Organization: Soundhouse Studios - www.soundhousestudios.com

Location: Vancouver, British Columbia

Soundhouse Studios is seeking a bright and resourceful individual with customer service experience to fill this role. We are looking for someone who is able to work Saturdays starting immediately. There is a possibility of gaining some additional hours on other days as we grow our business (i.e. later this year). We are specifically looking for someone who thrives in a self-directed environment and works proactively.

What Can Soundhouse Offer You?

Soundhouse Studios is a small business that has been operating since the spring of 2012. Soundhouse uniquely combines the vision of an upscale music rehearsal studio with exceptional customer service. As such, we offer a work environment that allows self-direction, that rewards good ideas and initiative, and that gives you a chance to be part of a rapidly growing small business at the ground level.

You'll also find opportunities to apply a wide range of skills to your work. For example, you will likely balance a number of different roles within Soundhouse, including developing/managing relationships, bookings, room turnover, events, and social media marketing. You will have an opportunity to directly impact the growth of this business and gain experience in a hands-on environment.

Summary of the Studio Coordinator Position

The successful candidate will work with the owners and staff of Soundhouse to help grow the business on a day-to-day basis, helping to project a friendly and competent face of the studio. Currently the Saturday shift is largely spent working *without* other Soundhouse staff present (however, the owners check in periodically). As such, it's very important that the person in this role be self-reliant and able to work independently in an effective and professional manner. We realize and fully appreciate the importance of great customer service and expect the Studio Coordinator to help us deliver this to our customers. The work of the Studio Coordinator will focus on:

- Customer Service: taking bookings and managing scheduling, taking payment, managing room turnover (including setting up rooms & gear)
- Social media outreach
- Keeping the studio looking professional and clean
- Giving tours of the studio and conducting relationship-building
- Running events in the mezzanine space

- Occasional equipment maintenance if possible (this is an asset but not required)

With this in mind, it's important to note that Soundhouse is evolving very rapidly and the candidate's responsibilities may grow and/or be more varied. It is indeed a very exciting time to be involved with Soundhouse, and we're looking for a savvy candidate who can keep up with the fast pace of change and development and help us grow our company.

What can you offer Soundhouse Studios?

People Skills

You should be able to communicate and connect with a wide range of people in a friendly yet professional manner. We're looking for:

- experience providing *awesome* customer service and/or experience in the music industry
- an instinct for tailoring your message to your audience
- a good sense of humour and ability to relate to people
- an interest in keeping customers happy
- ideally you will have experience working with minimal supervision and/or in a self-directed capacity

Flexibility and Resourcefulness

You should be well aware of, and comfortable with the unique challenges of working in a small business. We're looking for:

- a demonstrated ability to find resourceful and practical solutions to all manner of challenges, including bookings, time constraints, and operations
- experience in effectively handling administrative tasks, such as working with databases and/or with sensitive information

Smarts

You should be able to think on your feet and manage competing priorities with grace. We're looking for:

- attention to detail (you must be able to produce accurate work with minimal supervision)
- you must be familiar with Microsoft Excel and Word
- you must be able to work on a Mac computer (advanced knowledge not required)
- basic music equipment knowledge would be beneficial

Drive

You should be a self-starter, and be able to identify and focus on the most strategic tasks when you have competing demands on your time. We're looking for:

- demonstrated time management and self-organization skills
- the ability to go above and beyond the minimum requirements of the job
- a knack for managing multiple demands while remaining focused on priority tasks
- evidence of a strong work ethic and initiative
- the ability to problem-solve and turn a negative situation into a positive one
- a quick learner, who is passionate about learning new things and growing
- able to lift at least 60 pounds (some of our sound equipment is heavy!)

And above all else...

We are looking for someone who we like on a personal level, who is loyal, trustworthy, and has a positive outlook.

Hours and Pay

Pay is \$10.25/hour. Shifts will be on Saturday afternoons and evenings. Our current staff are very happy with their flex schedule - this means 12-hour shifts on fewer days, so that they have more full days off per week. The Saturday shift is likely to be 12pm-12am (approximately - with some flexibility for bookings). Note that morning shifts are rare but they do happen occasionally, and shifts longer than 12 hours are also rare.

Interested in Applying?

A detailed resume and a cover letter explaining why we would benefit from hiring you should be submitted electronically in Word (.doc) or PDF format.

Email to: karen@soundhousestudios.com

Application Deadline: **Sunday, January 26, 2013**. Applications will be reviewed daily so early applications are encouraged.

Start Date: ASAP

Soundhouse Studios is an equal opportunity employer. We thank all applicants for their interest but only those selected for an interview will be contacted.