

# Schedule Coordinator

LOCATION: ALEDO

HOURS: 28-34 HOURS PER WEEK

## ABOUT US

Destiny Voice and Music Studio is dedicated to providing top-tier voice and music education to students of all ages and skill levels. Our mission is to ignite passion and cultivate confidence in people through *mentoring, training, and by sponsoring moments that matter for a lifetime*. With a team of passionate instructors and a commitment to excellence, we aim to redefine music education and become a leading voice in the industry.

## OUR VALUES

1. Because people matter to God, people matter to me.
2. Everyone has a purpose and everyone is here for a purpose.
3. We sponsor moments that matter for a lifetime.
4. We respond, take initiative, and have a self-employed mentality.
5. Confidence changes people and people change the world.

## JOB OVERVIEW

We are seeking a detail-oriented and organized individual. The Schedule Coordinator will play a crucial role in ensuring the efficient scheduling of lessons and classes, supporting both students and faculty members.

## RESPONSIBILITIES

- Manage and maintain the studio's master schedule with accuracy and efficiency, ensuring instructors, students, and rooms are correctly assigned.
- Serve as the primary point of contact for all scheduling inquiries, including emails, texts, phone calls, and in-person questions from parents, students, and instructors.
- Proactively identify and resolve scheduling conflicts, including instructor absences, room changes, and last-minute cancellations, ensuring minimal disruption to the studio's operations.
- Submit accurate end-of-shift reports summarizing key updates, issues, and action items, and contribute to weekly updates posted in Slack.
- Provide a warm and professional front desk experience by welcoming students, managing check-ins, answering phone calls, and assisting with customer needs during assigned shifts.

- Ensure all scheduling practices align with studio policies regarding attendance, reschedules, billing, and make-ups, and communicate those policies with clarity and confidence.
- Support the Studio Manager with special projects and weekly check-ins to ensure all operations remain on track and aligned with studio goals.

## QUALIFICATIONS

- Experience: Previous experience in management, customer service or scheduling, ideally in a creative or educational setting.
- Organizational Skills: Exceptional ability to manage multiple priorities, meet deadlines, and maintain attention to detail.
- Communication Skills: Strong verbal and written communication skills, with a proven ability to build positive relationships with families, staff, and community partners.
- Problem-Solving Ability: Anticipates challenges and develops efficient, creative solutions.
- Tech Proficiency: Familiarity with operations software, GSuite, project management tools (Asana) and other office tools; Canva experience is a plus.
- Work Ethic: Self-starter with a proactive mindset and enthusiasm for Destiny Studio's mission and culture.

## BENEFITS

- Competitive pay based on experience
- All training and resources needed to do the job effectively
- Opportunity for advancement and growth in this position and leadership in the company
- A dynamic and collaborative work environment with a passionate team
- Employee Lesson Discount Benefit: After 90 days of employment, employees are eligible for discounted lessons. A 50% discount is available for the employee, their spouse, and dependent children. A 25% discount is available for siblings. Only 1 discount per employee.

## AVAILABILITY

Part-time availability required during studio operating hours, with a typical schedule of 2:00pm - 8:00pm Monday thru Friday..