

Pole Portland — Studio Manager

2026 Job Description

About the Role

The Studio Manager is responsible for keeping the day-to-day operations of Pole Portland running smoothly, organized, and welcoming. The Studio Manager is also responsible for supporting established sales and revenue goals and helping minimize Pole Membership attrition through strong customer service, engagement, and follow-up.

This position oversees class scheduling, private lessons, workshops, parties, pole series', instructor coordination, customer service, staff management, and routine studio administration so our instructors can focus on teaching and our students have a consistently positive experience.

The Studio Manager is employed by Pole Portland LLC and reports directly to the Lloyd Athletic Club ("LAC") General Manager, Pole Portland Owners, and works closely with Pole Portland instructors and Lloyd Athletic Club staff.

Employment at Pole Portland is at will, meaning that either the employee or employer may terminate the employment relationship at any time, with or without cause or advance notice subject to applicable law. Nothing in this job description creates a contract of employment, guarantees employment for any specific period, or alters the at will nature of the employment relationship.

Core Responsibilities

1. Leadership & Studio Culture

- Lead by example and help maintain a positive, welcoming, professional, and inclusive studio culture.
- Support instructors and students with day-to-day needs and questions.
- Communicate clearly and professionally with Owners, LAC management, instructors, staff, and students.
- Handle routine studio issues and make day-to-day decisions with safety, customer experience, studio policies, and business goals in mind. Promptly report any complaint, or any conduct observed, that may violate Company policies to Owners and LAC Human Resources. Do not investigate or resolve such matters independently.
- Bring significant, sensitive, or unusual issues to LAC management and/or the Owners for review and final approval. Matters involving personnel issues should be reported to LAC Human Resources.
- Ensure instructors follow all anti-harassment and anti-discrimination policies and maintain professional workplace standards.
- Address instructor performance concerns and implement Performance Improvement Plans when necessary, in coordination with LAC management and the Owners.

2. Scheduling & Instructor Coordination

- Build and maintain the Pole Portland class schedule, including determining which classes are offered, class days and times, and instructor assignments.
- Coordinate and maintain instructor availability and scheduling.
- Arrange substitute instructors when needed and maintain an up-to-date substitute instructor list.

- Participate in recruiting and Interviewing new instructors in coordination with LAC management and the Owners. Final hiring decisions and offers must be coordinated with LAC Management and Owners.
- Communicate schedule changes promptly to instructors and the LAC Front Desk.
- Ensure class changes and cancellations are communicated consistently at the Pole Studio entrance, LAC Front Desk, and applicable website/social media channels.
- Track class attendance, identify low-attendance classes, and make scheduling recommendations based on participation, demand, and business goals.
- Ensure classes are appropriately staffed and scheduled.

3. Sales, Retention & Customer Experience

- Support established Pole Portland sales and revenue goals.
- Help minimize Pole Membership attrition by providing strong customer service, identifying member concerns, and following up when appropriate.
- Respond to routine booking, scheduling, membership, and cancellation questions.
- Monitor and respond to Pole Portland social media messages and comments during scheduled work hours, as appropriate, and refer matters requiring management attention to LAC management or the Owners
- Welcome and onboard new students and help them understand how the studio works.
- Serve as the primary point of contact for routine student questions and concerns.
- Escalate significant customer service or membership issues to LAC management and/or the Owners when appropriate.

4. Studio Operations & Organization

- Monitor studio supplies and communicate when items need to be ordered or replaced.
- Identify and promptly report maintenance, equipment, or safety issues.
- Keep studio documents, schedules, and digital files organized and current.
- Help ensure the studio is clean, organized, welcoming, and ready for classes, lessons, workshops, and events.

5. Weekly Administration

- Confirm instructor schedules for the upcoming week.
- Complete payroll and Data Track hours entry accurately and on time, subject to approval by LAC Management. The Studio Manager's own time must be approved by LAC Management or Owners.
- Review class attendance, sales, and retention trends and communicate concerns or opportunities to LAC management and the Owners.
- Follow up on outstanding scheduling, staffing, student, or operational issues.

Hours & Schedule

Expected hours per week outside of teaching: 10

Typical schedule: Self managed. Some evening and weekend availability may be required based on studio programming, classes, events, and staffing needs. Work from home on administrative duties is allowed.

This position is classified as nonexempt and is eligible for overtime compensation in accordance with applicable law. The Studio Manager is required to accurately record all hours worked, including administrative duties, teaching, meetings, communications, social media activities, and any work performed remotely or outside regularly scheduled hours. All work time must be recorded regardless of whether it was scheduled or approved in advance. Overtime must be approved in advance by management, but all overtime worked will be compensated in accordance with applicable law. Working off the clock is strictly prohibited.

Compensation

Studio Manager Compensation: \$25 per hour for administrative work. (Does not include Classes taught, see below for class compensation).

Monthly Sales & Retention Bonus: *estimated* \$250–\$2,000 per month, based on established goals and metrics

Classes Taught by Studio Manager: \$65 per class

Lessons, Events, Workshops & Series: 50% commission

Compensation Review: Biannually

Benefits & Perks

- Free Lloyd Athletic Club membership for the Studio Manager and one additional person. Free membership expires upon termination of employment.
- Eligibility for applicable employee benefits, including unemployment insurance, workers' compensation coverage, Oregon sick time, and paid time off in accordance with company policy and applicable law.

Ideal Candidate

We are looking for someone who is:

- Organized, reliable, and dependable.
- Friendly and comfortable communicating with many different personalities.
- Calm and solution-oriented when problems arise.
- Able to manage multiple priorities and follow through on details.
- Comfortable making routine day-to-day decisions and taking ownership of results.
- Comfortable providing constructive feedback and addressing instructor performance when necessary.
- Sales- and retention-minded while maintaining a positive customer experience.
- A strong supporter of an inclusive, respectful, and welcoming environment.
- Genuinely interested in helping Pole Portland and its community succeed.

Our Studio

Pole Portland is a warm, welcoming, supportive, and body-positive gym-based pole studio.

We celebrate people of all genders, sizes, ages, experience levels, and backgrounds. We want a Studio Manager who genuinely enjoys building community and helping create an environment where students and instructors feel welcome, respected, and supported.

The Studio Manager is expected to help ensure all instructors follow Pole Portland and Lloyd Athletic Club anti-harassment, anti-discrimination, safety, and professional conduct policies.

A Successful Studio Manager Will...

Keep the studio organized, communicate proactively, solve routine problems before they become larger ones, support and manage instructors, provide excellent service to students, help grow and retain Pole Membership, and maintain an open line of communication with the Owners and LAC management.

The goal is simple: a well-run studio, supported instructors, happy students, and a strong Pole Portland community.