<table>
<thead>
<tr>
<th><strong>Job Title:</strong></th>
<th>Assistant Studio Manager</th>
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</thead>
<tbody>
<tr>
<td><strong>Job Classification:</strong></td>
<td>Non-exempt, Full-Time (35-40 hours per week)</td>
</tr>
<tr>
<td><strong>Effective Date:</strong></td>
<td>July 2012</td>
</tr>
<tr>
<td><strong>Department:</strong></td>
<td>Studio Operations</td>
</tr>
<tr>
<td><strong>Location:</strong></td>
<td>Field</td>
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<tr>
<td><strong>Reports to:</strong></td>
<td>Studio Manager</td>
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<tr>
<td><strong>Manages/Supervises:</strong></td>
<td>Studio Associates</td>
</tr>
<tr>
<td><strong>Key Accountabilities:</strong></td>
<td>To assist in the daily operations and supervision of the staff of a high volume studio to reach or exceed company goals in: • Sales &amp; Profits • Expense Control • Customer Satisfaction • Studio Associate Satisfaction</td>
</tr>
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LIFETOUCH PORTRAIT STUDIOS INC.
Position Summary

Job Title: Assistant Studio Manager

Job Classification: Non-exempt, Full-Time (35-40 hours per week)

Effective Date: September 2005

Department: Studio Operations

Location: Field

Reports to: Studio Manager

Manages/Supervises: Studio Associates

Position Summary: To assist in the daily operations and supervision of the staff of a high volume studio to reach or exceed company goals in:
• Sales & Profits
• Expense Control
• Customer Satisfaction
• Studio Associate Satisfaction

Position Scope: Assists studio manager on alternate work schedules to ensure high volume studio operates at peak efficiency:
• 1 Studio
• 3 to 15 Studio Associates (non-peak); up to 30 during peak season in volume A studios
• A sales volume of at least $350,000

Primary Duties and Responsibilities

Photography

• Take photographic portraits that meet or exceed the customer’s expectations, and that meet or exceed the company’s quality and creativity standards.
• Convey enthusiasm and excitement to customers and associates regarding the various facets of a portrait: facial expression, eye contact, emotion, body placement, background, props, enhancements, etc.

Sales

• Meet or exceed sales growth, sitting, sales average, and accessory sales goals by:
  ✓ Knowing current packaging and pricing information and communicating them accurately to customers.
  ✓ Using the specified selling techniques.
  ✓ Executing proper sales transaction procedures and recording accurate customer and sales information on cash register, receipts, and reports.
  ✓ Implementing studio programs to increase sales, sales averages, and sittings.
  ✓ Following merchandising guidelines to enhance sales and increase traffic flow and identity of studio.
  ✓ Promote business by generating rapport with customers and providing outstanding customer service.
  ✓ Audit sales tracking forms to ensure proper sales reporting.
  ✓ Audit the Register Balance Report/Deposit slip daily.
Merchandising/Inventory Management

- Ensure portraits are checked into studio and audited against the Lab Edit Report.
- Ensure frames and accessories are merchandised and stocked to plan.

Customer Service and Safety

- Meet or exceed customers’ needs and expectations while upholding company policies.
- Handle customer complaints by applying the appropriate Service Recovery steps.
- Ensure that all customer inquiries and complaints are adequately responded to on the day they are received.
- Maintain awareness of the activities of children in the studio to avoid accidents; demonstrate concern for the safety and health of children and customers and follow child/customer safety procedures.
- Report customer or associate accidents on a timely basis by accurately completing accident report forms.
- Participate in safety training and ensure the studio is free from safety hazards or that hazards are corrected.
- Ensure proper repair and cleanliness of props, blankets and carpets.

Expense Control

- Audit and report studio revenues, expenses, and profits.
- Provide suggestions to improve all aspects of studio operations.
- Ensure proper control of expense items (i.e., operating supplies, utilities, telephone, postage).

Operations

- Comply with, communicate, and enforce all company and host store’s personnel and operational standards, such as:
  - Company dress and personal hygiene.
  - Scheduling of studio associates.
  - Report completion.
  - Time sheets.
  - End-of-day clean-up and documentation.
  - Studio appearance.
  - Maintenance of studio equipment and supplies.
  - Safety and both employee and customer accident prevention and reporting.
  - Zone coverage.
  - Following proper scheduled disposal of portraits and customer sitting records appropriately.
  - Security and loss prevention of company and host store assets.
  - Cutting and shipping of film
  - Proper cash handling (i.e., deposits, P.O.S. procedures).
- Work at least four weekend days per month to ensure maximum communication with associates and customers; needs to provide alternate coverage with Studio Manager

Staffing and Labor Management

- Assist with recruitment, interviewing, and hiring studio associates.
- Schedule associates to ensure that studio functions are performed in a manner that contributes to increased sales while meeting or exceeding profitability goals and customer service and operational standards.
- Monitor and manage labor costs.
- Explain bonus and/or incentive programs to studio associates.
- Monitor studio associates’ performance and provide input to complete performance appraisals and compensation adjustment requests in a timely manner.
- Promote positive employee relations.
- Follow the Performance Improvement process to coach associates who are not meeting performance expectations.
- Document reasons for termination of employment for associates and make termination requests to the District Manager when appropriate.
Training and Development

- Participate in photography training and apply the skills learned; be open to and welcome feedback on photography in order to enhance skill levels.
- Provide training for associates to ensure competency in:
  - Photography standards.
  - Sales.
  - Customer Service.
  - Operations.
- Provide training for associates to ensure they meet and exceed their individual sales and profitability goals and positively contribute to the studio.
- Counsel and coach associates to meet and exceed performance expectations and photography and safety standards.
- Motivate and direct associates to achieve high performance through effective leadership.
- Foster an empowering environment.
- Foster creativity.

Other Duties and Responsibilities

- Develop and maintain positive relations with host store/mall management and associates.
- Complete special projects or duties as assigned.
- Work at another studio location when requested by supervisor.
- Assist in training new studio managers when requested by supervisor.

Minimum General Requirements

- 18 years of age
- High School diploma; college degree is preferred
- One to five years of experience working in a retail, photographic, or service industry; supervisory or management experience is preferred
- Ability to work without direct supervision
- Ability to manage multiple challenges
- Ability to manage and cope with change
- Able to lift and carry up to 40 lbs. often
- Able to bend and kneel very frequently
- Excellent verbal, written, and interpersonal communication skills
- Ability to quickly develop rapport with children and adults
- Hearing and seeing with reasonable correction to normal range
## Minimum Mental and Physical Requirements

<table>
<thead>
<tr>
<th>Mental Activity</th>
<th>Frequency With Which Activity May Have to Be Performed During a Typical Work Day</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
</tr>
<tr>
<td>Reading, spelling, and alphabetical ordering</td>
<td></td>
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<tr>
<td>Math and numerical ordering</td>
<td></td>
</tr>
<tr>
<td>Problem solving</td>
<td></td>
</tr>
<tr>
<td>Confidentiality</td>
<td>x</td>
</tr>
<tr>
<td>Detailed work</td>
<td></td>
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<tr>
<td>Handling difficult situations</td>
<td></td>
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<tr>
<td>Reasoning</td>
<td></td>
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<tr>
<td>Verbal communication</td>
<td></td>
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<tr>
<td>Written communication</td>
<td></td>
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<tr>
<td>Contact with customers</td>
<td></td>
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<tr>
<td>Contact with children</td>
<td></td>
</tr>
<tr>
<td>Multiple concurrent tasks</td>
<td></td>
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<tr>
<td>Dealing with constant interruptions</td>
<td></td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>Physical Activity</th>
<th>Frequency With Which Activity May Have to Be Performed During a Typical Work Day</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Never</td>
</tr>
<tr>
<td>Driving (other than commuting to and from work)</td>
<td>x</td>
</tr>
<tr>
<td>Sitting</td>
<td>x</td>
</tr>
<tr>
<td>Standing</td>
<td></td>
</tr>
<tr>
<td>Walking</td>
<td>x</td>
</tr>
<tr>
<td>Bending and kneeling</td>
<td></td>
</tr>
<tr>
<td>Repetitive movements</td>
<td>x</td>
</tr>
<tr>
<td>Lifting/carrying 40 lb. or more</td>
<td>x</td>
</tr>
<tr>
<td>Pushing/pulling heavy objects</td>
<td>x</td>
</tr>
<tr>
<td>Speaking</td>
<td></td>
</tr>
<tr>
<td>Answering the telephone</td>
<td></td>
</tr>
</tbody>
</table>

### Applicant Acknowledgment:

I, ____________________________, acknowledge that I have received and reviewed the position description for Assistant Studio Manager. I also had the opportunity to review this description with a representative of Lifetouch Portrait Studios. I understand the nature of the position, its primary duties and responsibilities, the pay structure (including fluctuating overtime method), and the position's mental and physical requirements. I can perform these primary duties and responsibilities under the conditions stated in this document and will perform them in a safe manner.

I also understand that the above does not constitute an offer of employment.

Date_________________________  Applicant’s Signature ____________________________