

## Brass Bell Employee Teacher Job Description

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**Purpose:** To spread the love and knowledge of music for Brass Bell's Education Department by providing a superior lesson experience for students and their families.

**Reports To:** Education Department, Shift Leader, Store Manager, Owner

### **Essential Job Expectations:**

#### **Customer Service**

- Consistently check in with students and parents regarding student progress and if the lessons are meeting their goals.
- Be available to help customers find inventory or direct them to the most appropriate and available Product Specialist on the sales floor.

#### **Teaching Standards:**

- Comprehensive use of time
- Development of fundamentals
- Connection with the students
- Professionalism with student and parent
- Positive demeanor and poise with student and parent
- Engagement of learning process with student
- Passion for educating students

#### **Human Resources:**

- When requesting managerial assistance for any problems, provide creative solutions.
- Be active in self evaluation, asking for help when needed.
- Always strive for teamwork and cooperation with fellow employees.
- Communicate your needs as an employee, including but not limited to: address and telephone changes, benefit needs and changes, vacation time, and any conflict in dealing with fellow employees.
- Be involved, know what's going on in and around the store. Make yourself known to the staff. Take exceptional care to acquaint yourself with the staff, staff positions and each of their specialties. Take every opportunity to introduce yourself, your teaching specialties, your styles of teaching, your student preferences.
- Challenge yourself to grow beyond your musicianship within and outside of the Brass Bell community

#### **Operations:**

- Understand and be willing to learn lessons policies and procedures, and explain them to customers as necessary.
- Proper phone procedures and etiquette.
- Familiarize yourself with managers and lessons staff to communicate effectively and professionally when you have questions or concerns
- If you see ways to improve customer service or correct a flaw in our operations policies or procedures please bring to your supervisor's attention. Be prepared to participate in presenting and implementing creative solutions.