

The Student Success Advisor

The Student Success Advisor, or SSA is an important role at the studio. Not only are you the first face most students and prospects see when they arrive for class, but you serve as the hub for all activities taking place in the organization from classes to special events to the leadership program.

Student Success Advisors are well-educated in the benefits of each studio program, understand how a new student can expect to progress through a program and are equipped to help students get the most out of their experiences at the Academy. SSAs demonstrate care and concern for prospects and students just like instructors and work to understand their goals, encourage their individual development, and celebrate their successes.

Get to know students and their families. Learn and use names frequently. Greet first time prospects by name by checking the daily schedule and anticipating their arrival. Try to treat every person who walks through our doors as a living, breathing, unique individual. We do our students a huge service by welcoming them to a community where they feel seen and valued.

You are the program expert and, with input from instructors, will guide prospects to the best program for their needs, whether that is getting started in an intro program, enrolling for ongoing classes, or upgrading to higher levels.

As we work with prospects and students, keep in mind the 3 rules:

- 1 - We always do what is best for the client
- 2 - What is best for the client is always outside their comfort zone
- 3 - They will fight to stay in their comfort zone

We are in the business of transformations. You serve as a supportive coach helping students and their families overcome their fears as they learn to practice discipline and dedication in pursuit of their goals.