

Job Description - Salon Coordinator

1 BASIC FUNCTION OF THE SALON COORDINATOR

The basic function of Salon Coordinator is to provide support for salon Stylists and Owner.

This includes servicing customers and prospects, managing salespeople and solicitors, assisting with events, managing retail products, cleaning and upkeep of the salon, and administrative duties.

This position will not experience down time. There is always something to be done.

2 REPORTING RELATIONSHIPS

The Salon Coordinator is selected by and reports to the Owner.

In absence of the Owner, the Salon Coordinator reports directly to the Stylist in charge.

3 JOB REQUIREMENTS

To perform this job successfully, the individual must be able to complete all areas outlined for this position in a satisfactory manner. The requirements listed below are representative of the knowledge, skills, and/or abilities necessary to meet the minimum job requirements of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

EDUCATION

Required: High School Diploma or equivalent

Preferred: College degree in administrative or business field

EXPERIENCE

Required: Two or more years experience in a retail and/or service industry, with heavy concentration on customer service and/or sales.

Preferred: Salon experience.

SKILLS, KNOWLEDGE, AND ABILITIES

- Coordinate the daily flow of customer scheduling, servicing, and check out. Multi-tasking is key.
- Effectively communicate, in English, both verbally and in writing.
- Excellent knowledge of the industry and trends impacting the salon.

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- Excellent personal/social skills when dealing with vendors, customers, coworkers, and Owner. This includes not discussing any internal business or personal issues in front of customers.
- Flexible. Able to adapt to sudden changes throughout the day.
- Freely and openly take direction from Owner and Stylists.
- Handle cash and other tenders of payment.
- Learn and effectively use salon's computer system including updates.
- Perform light administrative duties accurately and in a timely manner.
- Quick decision maker.
- Respond to common inquiries or complaints from customers, staff, or vendors.
- Run a front desk area in an efficient manner and never leaving the area unattended.
- Sell - in person and over the phone. This includes up-selling.
- Team player, supportive of Stylists' and Owner's needs.
- Understand and apply verbal instructions in a fast-paced atmosphere.

WORKING CONDITIONS

This position will be working primarily indoors in a smoke free, temperature controlled office environment. The noise level in the work environment is usually moderate. Music plays at all times. The energy level can, at times, be high and chaotic.

AUTHORITY

The Salon Coordinator is authorized to take any reasonable action necessary to carry out the responsibilities assigned so long as such action does not deviate from established business policy and is consistent with sound business judgment.

The Salon Coordinator is authorized to:

- access petty cash for approved purchases
- make bank deposits
- make phone calls on the Owner's behalf with prior knowledge &/or direction
- open business mail

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- sign for deliveries
- place orders for inventory according to guidelines
- appropriately compensate clients for poor service

DUTIES AND RESPONSIBILITIES

The duties and responsibilities of the Salon Coordinator include, but are not limited to:

- Accurately explain services to prospects.
- Answer 3 - line phone system
- Answer phones within 3 rings.
- Assist in controlling spending and costs by periodically researching all regular overhead items and new needs. This especially applies to all supply types and may include shopping for such items.
- Assist in reducing waste.
- Assist Owner with events per Owner's direction.
- Assist with salon service area cleanliness.
- Check answering machine frequently.
- Check, clean, and stock both restrooms periodically throughout each day.
- Create operating procedures for this position.
- Ensure complete client check in.
- Ensure customer satisfaction. Handle concerns and then bring those issues to the Owner's attention in private.
- Ensure daily appointment confirmation calls.
- Ensure proper scheduling and assigning of customers to staff.
- Ensure that deposits are made daily.

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- Last check for end of day duties.
- Maintain a clean and stocked customer beverage, sitting, and retail areas.
- Make phone calls per Owner's request.
- Manage and balance petty cash.
- Manage inventory of retail products, back bar products, office supplies, and janitorial supplies.
- Open the salon daily.
- Perform balanced close-outs.
- Prepare and present reports as required by Owner.
- Process mail daily.
- Receive and process packages according to procedure.
- Regularly keep up with filing.
- Screen salespeople and solicitors for Owner and schedule necessary ones.
- Sell and up-sell products and services.
- Verify invoices against packing slips.
- Any other duties and responsibilities that may be assigned by the Owner from time to time.

MEASURES OF PERFORMANCE

The Salon Coordinator shall be deemed to be performing in an acceptable manner when the following have been accomplished:

- Subjectively, by the morale of the staff relating to the support, and thus the performance, of the Salon Coordinator.
- All deadlines/timelines met.
- Daily balancing of drawer with 100% accuracy.
- 100% Customer satisfaction during check in and check out.

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Acknowledgment

I have *reviewed* and *understand* the above job description and believe it to be *accurate* and *complete*, and I can *successfully fulfill* each duty or task. I also agree that management retains the right to change this job description at any time.

Salon Coordinator's Signature

Date

Owner's Signature

Date