



MANAGER JOB DESCRIPTION TOOL



SET YOUR MANAGER UP FOR SUCCESS

Most of our Managers wear a lot of hats, often too many hats. Their time is monopolized and their mental resources drained by going in 80 directions at once. We can help take some stress away, free up our Managers' time and give them the room to strategize if we get clear on their role. With well-defined roles and duties, you can set up a manager for sustained success or hire someone who'll be a Rock Star from day one.

Our Manager Job Description Tool is designed to help you gain clarity on the duties of Management staff and give them the room, tools and time to do what they do best: support the growth of your business, coaching team members, keeping guests happy and assisting you, the owner, in key areas.

Take a look at our tool and compare how the roles and duties of our ideal Manager compare to what you expect from your Manager. Ask your Manager to take a look too. Then sit down with your Manager and compare our tool with the expected and actual duties your Manager performs. From here you'll gain valuable insight into the role your Manager plays and can begin to write a full, accurate and doable job description for your Manager.

SALON MANAGER – “MIRACLES HAPPENING”

The Salon Manager will be responsible for all aspects of the hair salon, creating systems and bringing solutions to the salon. Managing the growth and success of the hair salon and the team, the Salon Manager directly oversees and ensures that the training being delivered is world-class and the salon team is prepared. The Salon Manager is accountable for the training and development of new and existing stylists and providing leadership, innovation and creativity for the salon. The Salon Manager is committed to doing what it takes to accomplish the company's/hair salon's targets and being the example for leadership and accountability, harmonizing the team with results and commitment with intention, and causing unimaginable results and outrageous contribution to our clients and staff. The Salon Manager will bring peace and balance between management, the front desk and team members, honoring each position and embracing the individuality it takes for each function.

REPORTING RELATIONSHIP: Reports to Owner

SPECIFIC RESPONSIBILITIES:

- Provides management and leadership to the team
- Sets weekly and monthly goals for the hair salon
- Conducts daily & weekly touch-bases with each and every team member in the hair department
- Delivers weekly and monthly department targets and accomplishment reports to the owner
- Is accountable for continuously upgrading & improving the technical skills of each team member
- Actively attends and participates in quarterly personal development education programs and/or events for the hair salon (overseeing and setting up training)
- Handles all hair salon employee questions regarding time off, etc.
- Participates in the interviewing, hiring and firing of stylist
- Maintains and organizes daily schedules

STAFF:

- 10-15 minutes morning meeting goal setting, intention for the day
- Meet with salon team once per month for relationship building
- Holding salon team accountable for company systems, policies and handbook
- Liaison between staff and manager(s)
- Support team goals and individual goals
- Manage salon work schedules, vacation times, etc.
- Turn approved times into Operations Manager

QUALITY CONTROL AND PROFESSIONAL PRODUCT USAGE:

- Manage over-the-top customer service systems
- Inform Operations Manager of client(s) satisfaction/challenges
- New ways of managing quality control

RECRUITMENT:

- Place ads in classified section through Operations Manager
- Network for new possibilities
- Interview applicants
- Technical Interview process
- School involvement
- Recruitment opportunities
- Responding to all hair salon resumes

INVENTORY:

- Maintains adequate retail stock for the hair salon
- Maintains hair salon inventory budget
- Conducts bi-annual in house inventory count and adjust min/max for hair salon
- Turn in order to Brooke regarding retail and professional products for the hair salon
- Manage from the budget

PROFITABILITY/NET SALES INCREASE:

- Increasing profit
- Increasing sales
- Increasing customer count
- Evaluating chair occupancy and maximum capacity
- Determine retail sales per customer per stylist
- Evaluating net profit and gross profit

MARKETING STRATEGIES/HAIR SALON MONTHLY PROMOTIONS:

- Markets promotion, creates holiday incentives, staff incentives, contributes to setting budgets and goals, and motivates salon team

MEASUREMENTS:

- Monthly and annual product and service sales targets are met or exceeded in the hair salon
- Successfully recruits and trains team members in the hair salon
- Retention of staff

MEET WITH OWNER (Touch base daily meetings)

- Meet with Owner to discuss successes & challenges with staff
- Meet with Owner to support goals
- Meet with Owner daily (touch base on goals/challenges)

Empowering You is offering Strategy Sessions designed to help you refine your Manager Job Description or address other issues you're facing in your business.

Your personalized Strategy Session is waiting, don't miss out. In your complimentary Strategy Session, an Empowering You Coach will focus on you and your business with laser precision, offering solutions and tactics that will clear your path to success.



WHY WAIT?

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TO BOOK YOUR FREE 30-MINUTE
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