

POSITION: Salon Coordinator / Operations Manager

The Salon Coordinator / Operations Manager (SC/OM) is the integrity of the business. This will be a position that will develop into its full potential after learning all the systems and structures of the salon. This person will be responsible for many aspects of the salon, including creating organization, managing systems and bringing solutions to the Salon which allow it to run effortlessly. The SC/OM will be working with the leadership team to ensure the growth and success of the salon and the team as a whole. They are accountable for the training and development of new and existing front desk support staff and will directly oversee and ensure the training being delivered is exceptional and the salon team is prepared.

The SC/OM is responsible for the well being of the staff and salon clients, realizing it is a profound privilege to serve them both. They deal powerfully with the challenges of the salon atmosphere and are committed to doing what it takes to accomplish the company's goals in every area of salon growth and development.

They are an example of committed, authentic leadership with accountability. They will bring balance between the owner, the front desk and team members, while honoring each position and embracing the individuality it takes for each function.

Leadership:

The Front Desk Coordinator/ Salon Manager is to operate with accountability, impeccability, integrity, and consistency. As the SC/OM, the individual must set the pace for the entire salon. This means, as you lead, you must stay ahead of the team by providing problem-solving direction that ensures a smooth resolve.

Specific Responsibilities:

- Daily duties checklists that ensure the entire salon runs efficiently & effectively.
- Developing front desk systems so it operates as a well oiled machine.
 - Refine front desk manual with computer processes and company procedures.
 - Front desk verbiage for sales and customer service.
- Front desk operations with focus on leading the team to the practices to increase sales (*Huddles, Money Makers for Goals, Front Desk Tracking*).
- Reception opening/closing.

Job Description For Managers

- Scheduling clients.
- Daily monies reconciled, all transactions properly recorded.
- New guest calls and service providers postcards.
- Organizing an area each week at the salon.
- Mentoring, training and evaluating new front desk team members.
- Inventory ordering, communicating with suppliers, returns , keeping to budget.
- *Eventually* start Recruiting, hiring and onboarding process.
- *Eventually* manage the operation of all front desk staff. Leading the team to increased sales.
- *Eventually* meet with the front desk weekly, monthly and quarterly to maintain progress.
- *Eventually* lead / coach the service providers with biweekly one on ones and quarterly evaluations.

The Company:

- Provides mentorship and leadership to the team members.
- Supports in the achieving of weekly goals in service and retail.
- Conducts one team meeting a month.
- Delivers biweekly training sessions to individual team members.
- Acquires product knowledge.
- Conducts inventory ordering and replenishment.
- Make sure all daily tasks are completed; financial, book work, cleaning etc.
- Oversees all salon general tasks.
- Merchandising, advertisement for specials.
- Website, Yelp, Google, social media updates.

Measurements:

- Stays in alignment with the owner.
- Follows and maintains company values and procedures.
- Monthly and annual product sales targets are met or exceeded.
- Is a positive example for team members.
- Successfully leads team members to achieve goals with supportive direction.
- Delivers monthly meetings with front desk/service cycle training.
- *Eventually* monitors front desk/salon daily duties and tasks.
 - Revamping and upping systems for growth and ease of operations.

Job Description For Managers

Cleanliness:

- Ensures that weekly salon cleaning is completed.
- Update owner of any potential salon equipment or repairs needed.

Quality Control:

Maintains integrity of service and salon rules and guidelines consistently.

Criteria To Be Considered For Position

Trainings To Complete Outside Of Salon:

- Front Desk training modules.
- Train on front desk booking system.
(*Watch webinar and be familiar with systems to coach from*)
- Empowering You trainings based on scope of next steps with position.

Books To Read:

- 7 Habits of Highly Effective Managers
- One Minute Manager

Skills: Planning/organizing systems, hiring, communication, delegation, tracking and measuring performance, computer (STX Inspire), coaching, praise and acknowledgement

Time: Make time for employees, set priorities for the team, spend time on individual work and more managing the team

Values: Eventually shift from doing the work to getting others to do their work. Responsible for the success of the team, values managerial work, love for the industry and exhibits visible integrity!

Job Description For Managers

Reporting Relationship:

– Owner

I understand the duties and requirements of this position and will complete them in the way they are specified inside of my job description.

Name

Date

Signature

Management

Date

Signature

