



HAIR CO. EXCHANGE

SALON COORDINATOR ROLE DESCRIPTION

Department: Hair Co. Exchange

Title: Salon Coordinator

Vision: To provide a great first impression for all guests that visit the salon and to help the organization achieve its vision of excellent customer service, successful associates, and profitability.

<u>Key Result Areas</u>	<u>Time Utilization</u>
1. Front Desk Service Standards	40%
2. Salon Retail and Service sales	30%
3. Associate Development	25%
4. Miscellaneous	5%
Total	100%

Position Requirements

Education/Experience

- Minimum 2 years' experience in customer service based work
- Education in business, psychology, or human resources (undergraduate degree or post-secondary certificate) an asset or relevant work experience.
- Minimum 2 years' experience in management and/or leadership
- Experience in public speaking.
- Experience in a salon environment an asset

Skills/Knowledge/Ability:

- Types of products and services available.
- Ability to coach associates and grow and succeed in various roles through encouragement, motivation, effective use of systems and creating accountability.
- Able to deal with objections or confrontational situations.

- Well-developed planning and organizational skills
- Effective time management.
- Able to read and understand sales reports
- Able to communicate effectively one-on-one and in group settings.
- Computer skills (power point, excel, word, email).

Authority:

- Reports directly to the Salon Owner
- Direct reports are salon associates, front desk team

KEY RESULT AREAS: OBJECTIVES /ACTIVITIES

1. Front Desk Service Standards (40%)

- a. Greet all guests that enter the salon and enter them into the POS
- b. Maintain consistent phone etiquette when answering all calls at the salon
- c. Explain our level pricing to all guests
- d. Following the walk-in client rotation guidelines when assigning non request clients to a service provider
- e. Offer guests add on services that they did not request (in person and on the phone)
- f. Prebook/rebook guests for upcoming service appointments
- g. Daily confirmation calls for guests with prebooked appointments
- h. Following check out procedure for all guests before leaving the salon
- i. Ensure that the front desk and retail/reception area is clean and well maintained at all times
- j. Handle guest complaints to the fullest extent before consulting the Salon Owner
- k. Follow up calls with guests after a service appointment
- l. Communicate and enforce cancellation policy when applicable
- m. Maintaining our Missed Opportunities tracker to assess needs for par level changes in inventory
- n. Maintaining and checking the hello@haircoexchange email daily
- o. Monthly meeting with Salon Owner to review individual and team targets, goal setting

2. Salon Retail and Service Sales (30%)

- a. Communicate promotions to all guests in the salon
- b. Recommend and prescribe retail products to guests
- c. Monitor and maintain salon daily goals for service, retail, and guest count
- d. Track and maintain front desk team goals for retail, prebooks, and gift card sales
- e. Track individual goals for front desk (additional services, gift card sales, referrals)

- f. Maintain inventory and place monthly refill orders for professional and retail items

3. Associate Development (25%)

- a. Monitor stylist individual goals and tracking
- b. Provide in the moment coaching to service providers
- c. Ensure service standards are being upheld in the salon.
- d. Monthly PDM meeting with each service provider to ensure path to growth
- e. Works with stylists to upsell and prescribe products and services to their guests
- f. Oversee and direct front desk support associates

4. Miscellaneous (5%)

- a. Project work as directed by the Salon Owner, as time permits
- b. Attend two industry tradeshow or educational event per year

Salon Coordinator Signature

Date

Salon Owner Signature

Date