

careers@jwalkersalon.com

WE'RE LOOKING FOR A SALON COORDINATOR

We offer competitive salary ranges and awesome benefits!



WE'RE HIRING!

The front desk is the heartbeat of our salon. It's check-in for incoming clients, and check-out for departing ones. It's the booking department, sales department, gift certificate central, and overall client relations. It is the first and last contact point for our clients.

RESPONSIBILITIES:

- Manage all staff – scheduling and handling issues that arise
- Coach staff to encourage them to sell products and promotions with ease – Give goals and incentives to staff to boost sales, prebooking, etc.
- Assist staff with closing retail sales
- Ensure staff have clean and presentable work stations and tools
- Create an ongoing list of tasks that can be completed in staff's downtime
- Encourage a positive attitude and sense of trust between staff and management
- Front Desk training/Millennium/Phone inquiries
- Manage Corrective Action forms and procedures
- Create and communicate procedures to streamline daily processes
- Improve efficiency of existing procedures in salon
- Utilize and analyze weekly Millennium reports
- Hold weekly team meetings and follow up on action items with team
- Hold huddles with staff – recognize successes, review and analyze tickets and sales, discuss hits and misses
- Create task lists and assign staff members to complete tasks in a timely manner based on priority
- Address operational issues to ensure all aspects of salon are in physical working order
- Manage client engagement such as responding to reviews, sending out handwritten thank you notes to new clients and brides, follow up phone calls as needed
- Quality Control – ensuring pricing for salon services and retail are correct, opening/closing procedures are efficient, date sheets are put up daily around salon, etc.
- Order office supplies (including gift certificates and business cards) or delegate task to another desk employee
- Maintaining Bridal Coordination – Answering emails & phone calls, keeping binder organized, taking deposits and payments, ensuring trials and wedding day services are booked properly in Millennium, timeline of events is clear and hair & makeup team are informed of “day of” details
- Brainstorm ideas to market and brand the salon in a trendy and forward-thinking way – Encourage staff to take pictures of clients and send to Shanna for social media posts
- Increase salon's exposure to community via social media and presence as salon liaison at various events and meetings such as Heartworks, BIG, and Chamber of Commerce
- Create and oversee special events and promotions to increase revenue
- Put together teams to execute ideas in a timely manner
- Design a marketing packet for private events
- Communicate with appropriate staff to ensure all marketing materials and promotions are on social media and website and the monthly promotions are presented to clients and the public according to an appropriate timeline
- Display proficiency in Microsoft Office Suite & strong computer skills
- Embody the salon's following core values:

*Client Experience
Culture
Education
Community*