## SALON COORDINATOR/RECEPTIONIST JOB DESCRIPTION

**Title:** Salon Coordinator **Award:**

**Location:**   **Employment:**

**Reports to:** Manager/Owner

**Function:** Provide support to the salon team members, together with excellent interpersonal skills in all client and staff contacts

**Qualification(s) Required:**

* Proven organisational skills.
* Ability to handle all receptionist requirements including:
  + Client bookings
  + Monetary transactions at reception
  + Salon services menu on computer
  + End of day cashing up.
  + Banking duties
* Proven staff management skills

**Primary Tasks:**

* Provide energetic and positive client focused services at all times.
* Provide Reception and telephone support to the salon and its clientele.
* Opening and closing of the salon.
* Keep reception desk organised and uncluttered.
* Confirm appointments, including beauty services.
* Maintenance of recognised WHS requirements.
* Provide assistance to other team members and management as required.
* Maintain an up to date and accurate knowledge of the salon products and services.
* Responsible for nominated administration tasks and salon documentation (histories typed and printed)

**Level of Responsibility:** Directly responsible for the completion of primary tasks and the achievement of set outcomes.

**Direction/Supervision:** Provided by management.

**Selection Criteria:**

* Professional presentation and experience in managing a team of people in the salon.
* Ability to maintain a high level of organisation and time management skills, as well as work under pressure in a busy salon environment.
* Excellent communication skills and the ability to develop strong client relationships.
* Ability to work both individually and as an essential member of a focused and productive team.
* Ability to maintain a high degree of flexibility and adaptability to work in a changing environment.
* Ability to work to a salon policies and procedures.
* Ability to prioritise workload and achieve suitable outcomes from set projects.
* Ability to build, maintain and manage a strong client base by being flexible, accommodating and ensuring the appointment book is not overbooked, but also not under booked (allowing too much time, or marking off available times).
* Ability to uphold salon standards during normal daily routines, and at training.

**Key Performance Indicators:**

* Salon Services Targets
* Book each full-time therapist a minimum of x clients per week, and part-time x clients per week.
* Salon Retail – to ask every client if they need to purchase any products.
* Salon Rebooking Targets – to request each client when they would like to rebook.
* Presentation of the Salon – including front desk and reception.
* Maintenance of Salon Standards in accordance with policies and procedures
* Maintenance and application of all relevant management competency standards
* Achieve satisfactory outcomes from client feedback and survey mechanisms.
* Achievement of salon objectives, goals and service standards
* Attendance and positive input at salon meetings and strategic planning sessions

**Measurement Process:**

* Salon services and retail targets monitored via IT/POS system
* Internal audits on salon administration and documentation
* Competency based assessment.
* Staff evaluation via face to face and written mechanisms
* Results from salon management projects
* Daily reconciliation report completed and left in office daily or appointed area.
* Assessment of participation at salon management meetings and implement of nominated outcomes.
* Assessment of open communication channels via internal auditing

**Performance Review Process:** Participation in performance review process when needed, with management.