

Salon Manager Job Description for Studio 904

As a Salon Manager for Studio 904 your main function is to ensure the salon is at its most profitable at all times. This includes but is not limited to performing the following duties.

Ensure the stylists columns are scheduled effectively; this means being at the front desk answering the phone, scheduling and checking clients out

Drive profitability in all aspects of salon operations while remaining brand appropriate and relatable.

Create a welcoming, learning and nurturing environment for all Studio 904 employees and customers to promote sales and services success.

Build strong sales and customer service relationships with clients through inspiring and motivating the team into action.

Ensure consistent execution of Studio 904's policies and procedures.

Teach and live brand execution, both visual and experiential by role modeling a commitment to the Studio 904's philosophy.

Ensure merchandising and visual standards are organized, clean and presentable.

Have a strong commitment to artistic excellence, wellness and caring for the community.

Minimize employee turnover rates by taking time to effectively on-board new employees, set clear performance expectations, train, coach, and develop staff.

- Identify and implement strategies to improve productivity.
- Develop employees in their career path.
- Own and be responsible for inventory control.

Facilitate implementation of company learning/training programs, follow-up and monitor performance to ensure transfer of learned skills on-the-job.

Help to implement Studio 904's yearly business plan to meet its goals.

Main areas of focus:

- Fill daily schedule to 85% productivity – Front desk coordinator – 30 hours
Back office management responsibilities – 10 hours
- Meet or exceed weekly financial goals (service + products)
- Pre-book customers / recommend hair products
- Meet with stylists to go over their individual score card and record the

- progress of their performance.
- Maximize Millenium capabilities to increase customer flow
 - Ensure salon's ambiance and cleanliness
 - Oversee staff meetings
 - Participate and contribute to Leadership Meetings

Qualifications

The ideal candidate will possess:

An extraordinary commitment to quality in whatever you do.

Strong leadership skills – Talented director of internal and external guest relations, good team-builder.

Positive Interpersonal skills - Give and take, inclusive communication style.

Personal appreciation for dressing well, maintaining a good hair and make-up routine, living a healthy life-style.

Love working and interacting with people.

Multi-tasking individual who can function in a busy and changing work environment.

Highly organized in keeping and recording records.

Excellent phone skills – Friendly, caring and pleasant

Experience in retail or salon management experience in a fast paced setting.

Technology and social media skills

Experience in working with Millenium Salon Management Software is a PLUS.

Open to flexible scheduling of work hours including weekends, evenings and holidays.