BLOOMCollaborative

LUXURY EXTENSION SALON

Salon Operations Manager Job Description

Job Status: Exempt, Full Time

Compensation: Starting at $42,000 – $45,000 annually, based on experience. Includes eligibility for quarterly performance bonuses (up to $3000 per year) tied to salon goals and leadership performance metrics. Opportunity for advancement based on performance.

Hours: 40 hours per week; primarily weekdays with occasional evenings and Saturdays as needed for operational coverage and leadership presence.

Benefits

- 1 week PTO after 1 year of employment, increasing with tenure

- SIMPLE IRA plan with 2% company match

- Complimentary personal hair services

- Employee discounts on haircare products and salon-branded merchandise

- Professional development opportunities and leadership coaching

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Position Summary

As Salon Operations Manager, you will oversee and lead the day-to-day operations of Bloom Collaborative to ensure an exceptional client experience, smooth salon flow, and effective support for our team of stylists. This role combines operational excellence, leadership, and client management to uphold Bloom's reputation as Northeast Wisconsin's top-rated salon. You will work directly alongside ownership to ensure the salon runs efficiently and profitably while cultivating a team culture aligned with our mission and values.

Why Bloom?

At Bloom, we invest in future leaders. This role offers a clear pathway for career growth with mentorship and development opportunities to reach your highest potential. You'll work in a collaborative, drama-free environment where your ideas are valued, and your leadership directly impacts the success of our team and the confidence of our clients. We're committed to your growth, your lifestyle balance, and your long-term success in the beauty industry.

Key Responsibilities

Leadership & Team Management

- Serve as a role model for professionalism, guest care, and Bloom's core values
- Provide daily supervision, coaching, and support to salon coordinators and assistants
- Oversee staff scheduling, manage call-ins or absences, and ensure adequate coverage for smooth operations
- Assist with onboarding and training of new front desk or operations team members
- Foster a collaborative and positive team environment

Client Experience Management

- Ensure exceptional client experiences from check-in to check-out
- Resolve guest concerns with professionalism, empathy, and solutions-oriented communication
- Oversee appointment booking accuracy, pre-booking initiatives, and guest follow-ups
- Implement and maintain service protocols that exceed guest expectations

Operational Management

- Oversee daily salon opening and closing procedures
- Maintain a clean, organized, and aesthetically cohesive salon environment
- Supervise front desk operations and ensure appointment books are managed efficiently
- Ensure salon compliance with all health, safety, and sanitation standards

Inventory & Retail Management

- Oversee inventory management and ordering of retail products, color, and backbar supplies
- Receive, organize, and replenish shipments to maintain an optimal stock level

- Analyze retail performance and coach team on retail strategies to drive sales
- Manage and organize extension hair shipments and backstock

Marketing & Social Media Oversight

- Oversee social media presence, content planning, and posting in alignment with salon branding
- Support marketing campaigns and promotions to drive client acquisition and retention
- Collaborate with ownership on content direction, newsletters, and brand messaging

Strategic & Financial Support

- Assist ownership in achieving business goals and operational KPIs
- Monitor and report on operational metrics including retail sales, prebooking rates, and guest retention
- Identify areas for operational improvement and implement solutions proactively

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Ideal Candidate Qualifications

- Minimum 2 years of management or supervisory experience (salon, spa, hospitality, or retail preferred)
- Proven track record of strong leadership, accountability, and team development
- Experience managing inventory and vendor ordering
- Highly organized, detail-oriented, and proactive in problem-solving
- Strong interpersonal and communication skills, both written and verbal
- Tech-savvy with experience using scheduling or POS software and social media platforms
- Warm, approachable, and confident in building relationships with clients and team members
- Passionate about the beauty industry and committed to upholding Bloom's mission and values

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Core Values

- **Professionalism above all else** – conduct yourself with excellence at all times
  Attention to detail – small details create elevated experiences
- **Deliver on promises** – maintain integrity and reliability in every task

- **Collaborative spirit** – support the team with humility and service
- **Growth mindset** – continuously seek to learn, improve, and grow
- **Extreme ownership** – taking responsibility for actions, decisions, and outcomes.

Why Bloom Collaborative?

- **Career Growth:** This role is designed as a leadership development pathway with opportunities to grow into Director-level roles as Bloom Collaborative continues to expand.
- **Leadership Development:** Annual education budget to invest in your personal and professional growth, including leadership coaching and conference opportunities.
- **Positive Culture:** We believe in a drama-free, supportive environment where every team member feels valued, heard, and empowered to succeed.
- **Purpose-Driven Work:** Your leadership will directly impact our team's success and the confidence of our clients every day.
- **Lifestyle Balance:** While this is a full-time leadership role, we value work-life balance and strive to create schedules that support your wellbeing.
- **Competitive Pay & Bonuses:** Strong base salary with quarterly performance bonuses tied to growth goals.

To Apply

Submit your resume and a cover letter detailing your leadership experience and why you're passionate about this opportunity to anna@bloomcollab.com