



## Associate Stylist Job Description

**Job Status:** Non-Exempt

**Minimum Qualifications:** Current & active State of Wisconsin Cosmetology Licensure

**Earnings Range:** 35% - 50% commission on regular in-salon services based upon Bloom Stylist Growth Plan. Up to 50% commission on day-of-event bridal services. 10% on all retail products and extension hair sold.

**Vision:** Bloom Collaborative serves the community of Northeast Wisconsin by providing the highest quality hair extension, color, and bridal services while cultivating an elite team of artists who uphold our reputation of excellence as the area's top-rated salon.

**Mission:** Our mission is to elevate the community of Northeast Wisconsin and beauty industry professionals as a whole through our collaborative team environment that makes our guests feel cared for, valued, and heard. This is so that we create an environment that supports our dream lifestyle while exceeding our guest's expectations, allowing them to radiate confidence and bloom into their best selves.

**Core Values:**

- **Professionalism above all else.** We take pride in professionalism. We conduct ourselves in the utmost professional manner at all times and in all situations and circumstances both in and out of the salon.
- **Attention to detail.** We know that excellence is in the details which is why we notice and prioritize the little things. This is a huge part of our elevated experience and is what sets us apart as individuals and as a salon as a whole.

- **Deliver on promises.** We pride ourselves on being a salon team who keeps our word and does what we say we will do. We set realistic expectations and are always open and honest in order to maintain our integrity.
- **Collaborative spirit.** At Bloom we lift & share. We serve anyone and everyone, including each other. We are not too proud or above serving anyone and everyone. We welcome the opportunity to help one another & our guests in any way we can. We share the load in order to provide our guests with the best experience possible.
- **Growth mindset.** We strive to continually better our best and are committed to achieving our personal and professional goals. We are students for life and are committed to ongoing education. We take every opportunity to level up our skills. Talent and business skills always need improving and refining. We welcome all education and educators with open arms and with the excitement to learn and grow.
- **Work hard, play hard.** We believe in working to live instead of living to work. We put in the work so that we can support the lifestyle we want to live. We operate and perform at our highest level so that we can be fully present and enjoy our off-time.

#### **Benefits:**

- Growth & Development Benefits
  - Education reimbursement
  - Regular team trainings
  - Associate mentorship program
  - Opportunities for growth beyond styling
  - Clearly defined career growth plan for promotions
  - Extensions training & certification in the Bloom Extension Method
  - Choice of education
  - Monthly 1:1 Coaching & Mentorship
- Branding & Target Market Benefits
  - Branding photoshoots
  - Strong social media presence
  - Guaranteed clientele-building support
  - Beautiful fully functional website for guests with online scheduling
- Lifestyle Benefits
  - Competitive pay with incentives
    - Commission on retail
    - Commission on extension hair
    - Instant tip deposits

- Regular team contests & prizes
- Retirement benefits (IRA) match
- Free personal services
- Employee discount on retail products and accessories
- Family discount
- Flexibility with schedule
- Vacation pay after 1 year of employment
- Unlimited time off
- Culture Benefits
  - Team bonding events
  - Periodical pop up and community events
  - Unique fun-loving & supportive culture
  - Collaborative team environment
  - Low staff turnover
  - Assistant support
  - Salon Leadership team
  - Clear client policies and communication
- Environmental Benefits
  - Hot towels
  - Beverage bar
  - Premier downtown location
  - Room for growth - spacious stations & work area
  - Floor mats
  - Luxury products
  - Client refreshments & amenities
  - Great lighting
  - Security system and cameras
  - Clean, well-equipped, and branded salon
  - Cleaning staff
  - Online scheduling
  - Front desk support
  - Defined tools, resources and systems for stylists
  - Private bridal suite for Bloom Brides

## Key Responsibility Areas

- SALON SUPPORT
  - Clean and set up Mentor Stylist's station before, in-between and after guests
  - Assist with formulating, mixing and application of color with Mentor Stylist
  - Assist with shampooing, glossing and blow drying with Mentor Stylist
  - Assist with finishing style, product recommendations and checkout for Mentor Stylist's guests
  - Assist salon when and where needed as a whole
- ASSOCIATE MENTORSHIP PROGRAM
  - Completing daily, weekly and monthly education requirements within the program
  - Provide services for models for required test outs
  - Completing daily, weekly and monthly check-ins with Mentor Stylist
- GUEST EXPERIENCE
  - All stylists will perform style consultations in order to decide what services best fit the guest's needs
  - Full and complete consultation using our 5-point consultation process
  - Ensure guest comfort by utilizing the Guest Experience Form and offering beverages, snacks & other amenities
  - Before & after photos taken of each guest
  - Present New Guest Welcome gifts to guests
  - Send Thank You notes to new guests
- SERVICES
  - We are a dimensional color, extensions & bridal focused salon and all stylists are expected to be proficient in and offer:
    - Hair coloring
    - Hair cutting - all lengths
    - Special occasion styling
    - Facial waxing
  - Provide services to guests such as shampooing, cutting, styling, coloring and highlighting as agreed upon in the consultation
  - Emphasize product benefits and assist guests in the selection of retail products or services for their hair care needs
  - Keep detailed notes on each guest in the salon software and update as necessary
  - Responsible for checking out clients and scheduling their next appointment
- SALON CLEANLINESS
  - Maintains safety standards and cleanliness.

- Clean up after yourself daily, including:
  - Washing color bowls, bottles & brushes before taking a break or leaving the salon
  - Cleaning your station & work area before taking a break or leaving the salon
  - Checking trash, towels and wiping down sinks throughout the day and before leaving the salon
  - Helping to maintain an overall clean work environment i.e. re-facing & restocking the products after sales, laundry/folding towels, refreshing the restroom, sweeping hair clippings & debris throughout the day and most importantly before your shift is over
- Perform opening and closing duties
- CONTINUED EDUCATION
  - Attend all mandatory educational classes (we will compensate you for your time)
  - A genuine desire to learn more year over year
- MARKETING & SOCIAL MEDIA
  - Maintains a consistent relationship with the client base in order to ensure return clients
  - Proactively develop new customers; i.e. network, post to social media platforms, hand out business cards, attend events, etc.
  - Fulfill your Social Media Agreement based upon the Bloom Stylist Growth Plan
  - All stylists are expected to have active professional social media profiles
  - Film content for Instagram stories
  - Share posts relevant to salon promotions and happenings

**All Bloom Team Members must:**

- Attend and participate in continuing education and training in order to follow new trends and techniques.
- Be willing to jump in and help when & where needed and take coaching + constructive feedback with grace.
- Display a POSITIVE attitude at all times towards both clients and other team members.
- Be willing to accept any task, within reason, given to you throughout the day to ensure a smooth and consistent flow for stylists and guests.
- Demonstrate professionalism and extreme excellence in customer service on the phone and in person.
- Present yourself professionally at all times both physically and verbally. Keep conversations light and refreshing and dress the part. i.e. make sure clothes are ironed and clean, add accessories and make sure your hair and makeup is complete.

- Speak in a professional manner using our Luxury Lingo Guide
- Not engage in drama or gossip - with anyone, especially on the styling floor.
- Maintain and work toward monthly service and retail goals.
- Be at work 15 minutes prior to the start time.
- Attend the monthly team meeting and monthly 1:1 coaching session.