



# BLOOM *Collaborative*

LUXURY EXTENSION SALON

## Salon Coordinator Job Description

**Job Status:** Non-Exempt

**Earnings Range:** \$10.50 - \$12.00 depending on experience and performance. 10% commission earned on all hair care products & accessories sold (min. sold \$100/month)

**Vision:** At Bloom, our mission is to create a salon environment where stylists can grow faster, earn more, and love what they do—while delivering exceptional, review-worthy experiences to every guest. We are committed to elevating the perception of our industry, proving that hairstylists are true professionals who can build beautiful, abundant lives doing what they love.

**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.
- **Extreme Ownership.** We take full accountability for our actions, decisions and results, both individually and as a team. We don't shift blame or make excuses, instead, we find solutions, learn from challenges and move forward with integrity. By owning every outcome, we create a culture of trust, reliability, and growth where everyone leads by example.

#### **Benefits:**

- 50% discount on personal hair services & haircare products.
- Employee discount of 20% off all salon branded merchandise, jewelry & hair accessories.

#### **Key Responsibility Areas**

- GUEST EXPERIENCE
  - Greeting & checking in guests promptly, with a smile and providing a beverage
  - Apply referral credits to guest accounts
  - Send out Guest Experience Forms
  - Assemble New Guest Welcome Gifts and Extension Aftercare Packages
  - Present New Guest Welcome Gifts
  - Provide excellent customer service over the phone
  - Compliment the guest upon check out
  - Check out guests and assist with retail recommendations
  - Appointment management
  - Call guests who are not confirmed
  - Manage & respond to guest communications via phone calls, voicemails, text messages, social media direct messages, and emails
  - Reach out to past guests to prebook appointments if not already scheduled
  - Contact guests on the waitlist to fill open availabilities
  - Respond to guest reviews
- SALON SUPPORT
  - Assist stylists in order to support the flow of visit
  - Responsible for checking out clients and setting up their next appointment
  - Responsible for opening and/or closing of the salon with stylists
  - Ensuring salon phone and iPads are charged

- Salon errands as needed (i.e. pick up salon amenities, mail thank you notes, etc.)
- Tear foils
- Help prepare and set up for salon events
- Prep Guest Experience Form responses & drink trays for next day
- SALON CLEANLINESS
  - Maintains overall cleanliness of the salon.
  - Checking trash, towels and wiping down sinks throughout the day and before leaving the salon
  - Keeping the front desk, retail & waiting area clean & tidy at all times. Dust retail shelves & re-face/restock products after sales
  - Help maintain an overall clean work environment i.e. organizing drink station, restock snack bar & dust shelves, tidy back bar area, stocking wax area, cleaning ice maker, wash color bowls & dishes, laundry/folding towels, refreshing the restroom, sweeping hair clippings & debris throughout the day and most importantly before your shift is over
  - Clean ice maker, hot towel warmer, wax pot/cart, and laundry area
- SOCIAL MEDIA
  - Create and post a social media content on the salon's social media accounts
  - Film content for Instagram stories
  - Make posts relevant to the salon brand, promotions/happenings
  - Design posts according to the marketing plan
  - Create reels for salon's Instagram account
- INVENTORY MANAGEMENT
  - Receive shipments and check in inventory
  - Replenish retail shelves
  - Update & refresh displays and retail shelves periodically
  - Organize extension hair shipments

**All Bloom Team Members must:**

- 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 + 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 Language Guide
- Not engage in drama or gossip- with anyone, especially on the styling floor.
- Be on time and ready to begin working promptly at the scheduled start time.