



Salon Coordinator Job Description

Minimum Qualifications:

Current & active State of Missouri Cosmetology Licensure

Earnings Range:

\$12.30-\$15 an hour

Benefits:



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



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Key Responsibility Areas:

- GUEST EXPERIENCE
 - Greeting & checking in guests promptly, with a smile and providing a beverage
 - Respond to client emails, text messages, voicemails, and DM's in a timely manner
 - Apply referral credits to guest accounts
 - Send out Guest Experience Customization Forms
 - Provide excellent customer service over the phone
 - Compliment the guest upon check out
 - Check out guests and assist with retail recommendations
 - Appointment management
 - Assemble new guest welcome gift and extension aftercare packages
 - Present new guest welcome gift when necessary
- 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 closing of the salon with stylists
 - Ensure salon ipad and card readers are charged.
 - Salon errands (i.e. pick up salon amenities and product orders) as needed
 - Check mail and mail out thank you cards.
 - Tear foils
 - Prep drink forms + trays



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Key Responsibility Areas Cont.:

- 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 area, 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.
- MARKETING AND 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 salon 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
 - Create product, color, and backbar order list
 - Organize extension hair shipments



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All Uplifted Employees 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 + 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 utilizing our Luxury Lingo Guide.
- NO DRAMA . . . with anyone- especially on the styling floor.
- Maintain and work toward monthly service and retail goals.
- Be at work 15 minutes prior to your start time.
- All employees are required to attend our team meetings and their monthly 1:1 meeting.

