

HR Department Toolkit



General Manager

Job Description

Job Description: General Manager

Status

Full-Time Exempt

Purpose of Position

The General Manager will provide direct supervision, motivation and leadership to the staff of all (Your salon name) salons and will exercise management control over all operational and service functions of the assigned salons. The General Manager is responsible for maximizing the available personnel, inventory, support and customer resources in attainment of monthly and annual financial objectives. The General Manager is also accountable for the protection of company assets and for overall salon performance results as measured by various periodic productivity and financial reports.

Performance Reporting

Reports directly to the CEO / Owner

Primary Duties

- The General Manager supervises all salons. All of the General Manager's company time and effort will be devoted to that responsibility.
- Provide leadership, motivation and supervision to salon personnel. Exercise management control and highest-level authority over personnel assignments, operational functions and customer service satisfaction to ensure company strategic or financial objectives are met.
- Develop and maintain effective communication between customers and salons. Implement all company guidelines, procedures and policies and constructively enforce them with all subordinates to ensure compliance.
- Effectively staff all personnel assignments by conducting recruiting activities and hiring interviews. Personally select or approve all management candidates. Oversee and direct the training function for all new hires and existing staff until the necessary competencies of Salon Manager, management skills. Evaluate assigned staff on an established schedule and approve all evaluations prepared for salon management. Supervise and approve all disciplinary actions and ensure such actions are fair, equitable and within the scope of accepted company practice and in compliance with state and federal labor guidelines. Seek advice of company ownership when dealing with sensitive employment matters of salons management. Prepare or approve all personnel forms related to new hires, payroll, salary adjustment, promotion, transfers and termination actions, and forward to owner for necessary approvals.
- Develop and maintain an awareness of company financial programs in order to: ensure potential for maximum salons operating efficiency; oversee compliance to cost control projections; maximize salon revenues; identify problems or trends which are negatively impacting the operation; and ensure adequate supplies and merchandise are available.
- Verify daily operational routines related to: opening and closing the salons; preparation of daily reports; cash control counts and banking of deposits; client maintenance and collections; merchandising and marketing activities and any other required operational or administrative functions.
- Ensure compliance with all applicable federal, state and local laws governing salon operations. Maintain awareness and communicate relevant commercial, consumer and employment regulations and laws to assigned staff.

- Initiate and complete salon inspection reports. Review monthly salons audits and all monthly shopper reports. Ensure timely completion of all projects.
- Monitor, on a continual basis, competitor activities and make recommendations for action to the senior management.

Required Skills and Talents

- Strong developed inter-personal and collaborative capabilities
- Professional demeanor and conduct.
- Market and financial analytical skills
- Personnel recruiting, hiring and monitoring abilities

Position Imperatives

- Must be willing to work flexible hours; a base of 45-48 hours per week or whatever is necessary.
- Oversee the company's recruiting and hiring process
- Establish salon standards of performance for personnel and revenues
- Responsible for all salon shift coverage via staff leadership.
- Full authority for termination of non-performing staff via professional progressive redirection procedures.
- (Your salon name) Tanning salons should be fully staffed for 2018 peak season

Note: This job description has been designed to reflect a brief overview description of the most relevant duties associated with the position at the time it was written. However, refinements in functions and duties are a normal course of business and not every circumstance that might arise in the workplace can be anticipated in advance. Therefore, this job description may not reflect all of the current duties associated with this position.