

## HR Department Toolkit



## District Manager

*Job Description*

## **Job Description: District Manager**

**Reports to: Company General Manager or Salon Owner**

**Status: Full-Time Non-Exempt or Exempt**

### ***Purpose of Position:***

The District Manager will provide direct supervision, motivation and leadership to the staff of \_\_\_\_\_ Tanning salons and will exercise management control over all operational and service functions of their assigned salons. The District Manager is responsible for maximizing the available personnel, inventory, support and customer resources in attainment of monthly and annual financial objectives. The District 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.

### ***Primary Duties:***

1. The District Manager supervises all salons defined in their assigned district. All the District Manager's company time and effort will be devoted to that responsibility.
2. 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.
3. 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.
4. Oversees the staffing of all personnel assignments by conducting recruiting activities and hiring interviews. Personally, selects or approves all salon management candidates. Monitors the training function of the salon managers for all their new hires and existing staff and to develop the necessary competencies of each assigned Salon Manager. Evaluates assigned staff on an established schedule and approves all evaluations prepared for salon management and salon associates. Supervises and approves all disciplinary actions to ensure such actions are fair, equitable and within the scope of accepted company practice and in compliance with state and federal labor guidelines. Seeks advice of General Manager and possibly company ownership when dealing with sensitive employment matters of salon employees and management. Prepares or approves all personnel forms related to new hires, payroll, salary adjustment, promotion, transfers and termination actions, and forwards to General Manager for necessary approvals.
5. Develops and maintains an awareness of company financial programs to: ensure potential for maximum salons operating efficiency; oversee compliance to cost control projections; maximizes salon revenues; identifies problems or trends which are negatively impacting the operation; and ensures adequate supplies and merchandise are available.
6. Verify daily operational routines related to: opening and closing of the salons; preparation of daily reports; cash control counts and banking of deposits; client maintenance and collections; merchandising and marketing activities salon compliance and any other required operational or administrative functions.

7. Ensures compliance with all applicable federal, state and local laws governing salon operations. Maintains awareness and communicates relevant commercial, consumer and employment regulations and laws to assigned staff.
8. Initiates and completes salon inspection reports. Reviews monthly salons audits and all monthly secret shopper reports. Ensures timely completion of all projects.
9. Monitors, on a continual basis, competitor activities and makes recommendations for action to the company senior management.

### **Required Skills, Background, and Talents:**

1. Strong developed inter-personal and collaborative capabilities
2. Professional demeanor and conduct.
3. Market and financial analytical skills.
4. Personnel recruiting, hiring and monitoring abilities
5. High School diploma. Some post high school education preferred but not mandatory.
6. A minimum of 3 years of prior retail management required.

### **Position Imperatives**

1. Must be willing to work flexible hours; a base of 35 hours per week in off peak seasons and 40+ in peak seasons if necessary.
2. Oversees the District's recruiting and hiring process
3. Establishes salon standards of performance for personnel and revenues
4. Responsible for all salon shift coverage via staff leadership.
5. Full authority for termination of non-performing staff via professional progressive redirection procedures.
6. \_\_\_\_\_ Tanning salons should be fully staffed for 2018 peak season
7. Must report salon revenues of each managed salon and their respective staff each month by the 3rd of the new month complete with the plan to redirect underperforming individuals and reinforce those who work above expectations.

*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 the current duties associated with this position.*