

## HR Department Toolkit



### Salon Manager

*Job Description*

## **Job Description: Salon Manager**

**Reports to: District Manager or Salon Owner**

### ***Minimum Age:***

21 Years Old

### ***Minimum Working Hours:***

Requires 36 hours per week “off peak” season and up to 42-45 hours per week during “Peak” season. Includes 4 closing shifts and a minimum of 2 weekend shifts per month.

Please read this Position Description carefully as it not only lists the requirements of the duties you are to perform but it also lists the results **you are** to produce to fulfill your position as a Salon Manager at \_\_\_\_\_ Tanning salons.

### ***Position Summary***

You are responsible for all aspects of the salon including customer service sales and quality, leadership and role modeling, sanitation/cleanliness, goal setting for the salon sales and associates and assisting in the profitability of the salon by adhering to the policies and procedures established by \_\_\_\_\_ Tanning salons.

### ***Supervisory Requirements:***

Directly supervises the Salon Assistant Manager (If applicable) Tanning Consultants and Tanning Assistants (“Bed cleaners” if applicable). Responsibilities include training, planning, assigning and directing work, appraisals of employee performance, rewarding, recognition, performance redirection and addressing all Human Resource challenges.

### ***Education and/or Experience:***

High School diploma or equivalent required. Knowledge of mathematical and reading skills, basic computer skills including but not limited to operating a POS system, Word, Excel and email programs, retail service sales experience, and excellent sanitation attitudes required.

### ***Certificates:***

Ambassador Smart Tan certification is required. Other SMART Tan certification may be required to be achieved throughout your employment with the \_\_\_\_\_ Tanning salons.

### ***Physical Demands:***

The minimum physical requirements are representative of those that must be met by you to successfully perform many of the functions of the position. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions. While performing the duties of this position you are regularly required to stand, walk, use hands to handle or feel, reach with hands and arms, talk or hear and taste or smell. You will be required to sit, climb or balance, stoop, kneel, crouch or crawl. You must regularly lift and/or be able to move up to 50 pounds. If you need accommodations or have any restrictions that prohibit you from performing these minimum requirements you must notify your supervisor prior to signing

this Job Description. Specific vision abilities required by this position include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus with or without corrective eye wear.

### ***Work Environment:***

The work environment characteristics described here are representative of those that you will encounter while performing the essential functions of this position. While performing the duties of this position you will be frequently exposed to wet and/or humid working conditions, possibly toxic or caustic chemicals and elevated heat. You may be exposed to mechanical parts, fumes and airborne particles, and risk of electrical shock or vibration. The noise level in the work environment can be loud.

**As a Salon Manager at \_\_\_\_\_ Tanning you will have individual goals as well as salon goals to attain. In addition to other operational duties including but not limited to:**

### ***Salon Sales***

- It is imperative to produce the needed results so you know your sales performance stats in your salon week-to-date, month-to-date and year-to-date.
- Accurately forecast tanners, PSA, LPPA, EFT members and sales for your salon based off of sales trends and seasonality
- Set sales goals for the all employees. Track weekly and adjust where necessary.
- Complete Monthly Sales Tracking form and check for accuracy throughout month. Adjust when necessary
- Report your salon sales, required averages and rankings each month by the 2nd business day of that month to your District Manager. Also, present these at your monthly salon sales meetings.
- When possible assist in the marketing of your salon outside your four walls to increase new clients coming into the salon.
- Monitor and audit discount, coupons and gift certificates use in the salon to eliminate and reduce theft of services and products.

### ***Scheduling / Payroll Administration***

- Prepare staff schedules for the salon. Provide to your District Manager for approval by the \_\_\_\_\_ of the month.
- Ensure that prepared schedules are constructed based on productivity and sales results.
- Ensure that all employees are timely clocking in and out for their shift and that when applicable meal periods are being followed as outlined in the Company Handbook.
- Ensure that hours that are stated on an employee time card are accurate and reflect the actual working hours of that employee.

## ***Customer Service***

As Salon Manager you should be a role model, to lead employees for Customer Service expectations as outlined in the Company Handbook.

- New Clients – Client Registration forms should be completely filled out and entered into Helios accurately. Oversee that all new clients have been given a complete and thorough tour of the salon and new client orientation to include recommendations of additional services and products. As the Salon Manager you are responsible for personally contacting them within 7 days of the first day of service to ensure satisfaction and relationship building.
- Updated Client Registration forms – adhere to the company policy on updating client's information.
- File and maintain client registration forms
- Address and resolve client customer service related issues within 24 hours from them being reported. Communicate the results to your District Manager.
- EFTs – maintain accurate records of EFT clients and credit card information. Communicate with office in a timely fashion any changes for accurate EFT processing.

## ***Training***

- Conduct new hire paperwork completely and accurately and send to the office for processing with in a timely fashion for payroll processing.
- Conduct initial training and continued training of new employees in your salon.
- This includes policies and procedures as outlined by \_\_\_\_\_ Tanning salons, SMART Tan and any other training programs required.
- Hold and conduct monthly staff meetings. Meetings include sales results from previous month, upcoming sales promotion communications and communication on day-to-day operations. Meeting agenda needs to be submitted to your District Manager for pre-approval. Meeting must be scheduled for when the salon is closed, preferably on a Sunday evening after the salon hours. An effective salon meeting will require at least 90 minutes for education, information and training purposes.

## ***Cleanliness and Sanitation / Safety / Maintenance***

- Assign and rotate specific monthly cleaning assignments and verify for completion
- Monitor day-to-day cleaning requirements as outlined on the cleaning check list for completion and accuracy
- Ensure your salon is never out of the necessary cleaning and sanitation chemicals.
- Maintain first aid cabinets and safety materials. Ensure that safety equipment is used when performing maintenance and repairs in the salon
- Bulb maintenance – at least once a day turn on all beds for 2 minutes to check for bulb maintenance issues.

## ***Inventory Management***

- Monitor use of all products. Communicate needs by Friday to ensure that salon is never out of any type of product (All orders are placed Monday morning by 10)
- Conduct Inventory on the last day of the month.
- Keep all retail shelves stocked and merchandised at all times

- Periodically complete an inventory audit during the month to ensure proper inventory management

**The above statements are intended to describe the general nature and levels of work required by you in your position with \_\_\_\_\_ Tanning salons and are not intended to be an all-inclusive list of your required responsibilities, duties and/or skills. Additional responsibilities may be assigned by your supervisor as required to complete your job.**

***Certification of Understanding of Job Description***

- I have read this Job Description and completely understand the requirements and responsibilities contained in it and expected of me. Furthermore:
- I understand that receipt of this Job Description does not constitute or imply an employment contract
- I understand that employment at \_\_\_\_\_ Tanning salons may be terminated with or without cause and/or notice, at any time, at the option of either \_\_\_\_\_ Tanning salons or by myself.
- I understand that \_\_\_\_\_ Tanning salons reserves the right to alter, amend, modify or change any of the responsibilities or other information contained in this Job Description at any time, with or without notice.
- I understand that there are specific laws governing Tanning Salons in the state of \_\_\_\_\_ and it is my responsibility to ensure that my staff is in compliance with these laws at all times.

Signed: \_\_\_\_\_ Date: \_\_\_\_\_