

## HR Department Toolkit



## Tanning Sales Associate I

*Job Description*

## **Job Description: Sales Associate I**

### **Reports to: Assistant and Salon Manager**

#### ***Job Description***

A **Sales Associate I** contributes to the success of \_\_\_\_\_ Tanning by providing friendly, professional, efficient, and courteous customer service and selling expertise to our customers during their tanning experience, while ensuring the environment is clean and well maintained.

#### ***Responsibilities***

- Greet customers promptly.
- Answer telephone courteously.
- Respond to customer inquiries or pass on such to manager for customer contact.
- Use sales skills to communicate product information regarding tanning packages, membership, and tanning products to ensure customer needs and sales goals are met.
- Maintain cleanliness of salon by completing daily opening and closing tasks; i.e., cleaning beds and floors in tanning rooms and maintaining front counter area.
- Direct customer service concerns or special requests to the manager as needed.
- Complete opening and closing cash handling procedures.
- Adhere to all company policies and procedures.
- Perform miscellaneous job-related duties as assigned.

#### ***Skills/Qualifications***

Candidates for salon positions must possess:

- A high school diploma (or equivalent).
- A minimum of 12 months' experience in service/retail/hospitality industry sales.
- Excellent communication and inter-personal skills.
- An energetic and positive attitude that is inviting to interviewers, customers and employees.
- Comfort with computer usage.
- Be 19 years of age or more.
- Detail oriented.
- Able to anticipate problems and recommend solutions.
- Able to identify opportunities to improve salon and work environment.
- Possess a sales-driven ego personality.
- Able to complete quality work in an efficient manner within agreed upon timeframes.

#### ***Other Requirements***

- Professional work attire at all times (Including arriving to a shift with hair, makeup complete).
- Demonstrated ability to work independently.
- Continuing education in the Indoor Tanning Industry.
- Pass an indoor tanning certification program.
- Physical ability to clean tanning beds (as needed; depending on the season).
- Must maintain assigned sales averages and goals assigned by salon management ("PSA", LPPA, EFT close rates etc.).

## **Job Description: Bed Cleaner**

### **Reports to: Store Manager**

#### ***Job Description***

Part-time, fast paced, light cleaning position to ensure tanning beds and rooms are cleaned and sanitized.

#### ***Duties/Responsibilities***

- Use light cleaning solutions (laundry soap/light sanitizing rinse).
- Wash and restock towels.
- Wipe down and sanitize beds. (This position can be physically strenuous due to bending.)
- Interact and provide clientele with the best customer service possible.
- Assist the Front Desk Representative.