

## HR Department Toolkit



## Tanning Sales Associate II

*Job Description*

## **Job Description: Sales Associate II**

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

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

A **Sales Associate II** is a \_\_\_\_\_ Tanning sales associate who has shown higher levels of overall performances including sales, customer service, attitude, salon maintenance, and demonstrated leadership via initiative, mature judgement and cooperation toward the salon team and company. This associate provides exceptionally friendly, professional, efficient, and courteous customer service and selling expertise to our customers.

#### ***Responsibilities***

- Greet customers promptly, with empathy and an attitude to building rapport.
- Answer telephone courteously with enthusiasm.
- Responds to salon issues and customer inquiries directly and then communicates to the Salon Manager all details including suggested solutions-not just the existence of issues.
- Should have advanced selling skills for sales skills product information regarding tanning packages, membership, and tanning products to ensure customer needs and their personal sales goals are met.
- Consistent desire for cleanliness of the salon by completing daily opening and closing tasks; i.e., cleaning beds and floors in tanning rooms and maintaining front counter area.
- Accurately completes opening and closing cash handling procedures.
- Commitment to following company policies and procedures but occasionally suggests possible new ways to accomplish salon and company goals.
- Perform miscellaneous job-related duties as assigned with vigor and enthusiasm.

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

Candidates for salon positions must possess:

- 6 months demonstrated overall performance evaluations score of "40" or higher.
- A high school diploma (or equivalent), 19 years of age or older.
- 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.
- Detail oriented.
- 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 (Consistently 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 or exceed assigned sales averages and goals assigned by salon management (“PSA”, LPPA, EFT close rates etc).