



RETAIL & GUEST SERVICES COORDINATOR:

Position Summary:

The role of this position is to provide exceptional customer service to our guests. Key accountabilities of this position include those tasks listed below combined with ensuring positive, uplifting experiences for all guests, being a resource to guests, and embodying Progressions' philosophies.

Essential Duties and Responsibilities:

- Know, believe in and follow through of Company purpose, mission, values, beliefs and guiding principles.
- Be a passionate expert: always continue to learn, serve guests consistently, and always maintain integrity.
- Make a genuine connection: always be authentic, respectful, compassionate and fully present.
- Inspire an encore: always go above and beyond to give each guest an unforgettable experience and maintain enthusiasm and confidence.

Guest Interaction:

- Greet guests immediately upon arrival with the appropriate welcome utilized for new or returning guests.
- Check-in guests, give salon tour to all new guests and offer upgraded appointments available following guest's scheduled appointment.
- Escort guest to waiting area, hang up coat if necessary, and offer beverage to all guests
- Perform confirmation calls to guests and offer add-on service during call.
- Check out guests by ringing service ticket, closing out sale of retail products and/or suggesting fitting products, pre-booking next guest appointment, and performing proper goodbye.
- Answer incoming guest calls, book appointments with intention, capture guest data completely and accurately, offer upgrade appointments and up sell booked appointment.
- Make follow up calls to new guests within one week of their first visit.
- Knowledge of service providers at salon location to include services provided, specialties, level etc.
- Handle cash to include bank deposits.
- Ability to work during opening and closing hours.
- Attend all training, education, and meetings as required.
- Assist with possible other duties as assigned.
- Must remain professional at all times in demeanor, communication and dress (including following proper dress code with professional looking hair and makeup).

Team Interaction:

- Assist with service provider's key performance indicators
- Collaborate with team members on weekly/monthly focuses
- Create daily action plans on how to maximize service provider's productive time

Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty exceptionally. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Willingness to take initiative.
- Outstanding customer service and communication skills.
- Ability to multi-task in a fast-paced environment.
- Intermediate computer skills.
- Availability to work salon schedule --nights and weekends required.
- Ability to interact in a positive and productive manner while fostering a team-based environment.

Education, Training and Experience:

Education: High School Diploma or equivalent.

Some experience in-salon, cosmetics or like retail business preferred.

Physical Requirements:

While performing the duties of this job, the employee will be required to:

- Walk, sit, bend and squat
- Grab, pull or bend items
- Lift and/or carry up to 50 lbs.
- Stand for extended periods of time