



Job Description

Job Title: Assistant Manager

Date: January 2004

Reports To: Manager

Primary Responsibility:

This position is responsible for operating the salon according to Great Clips' systems and procedures to assure the salon is providing the best service and quality in the haircare industry.

Key Responsibilities:

1. Uses the Great Clips Customer Service System to provide quality haircuts and permanents to customers to retain their business and project Great Clips as a quality haircare provider.
 - Follows and reinforces the Great Clips consultation.
 - Follows and reinforces Great Clips' technical system to assure quality results and customer satisfaction.
 - Maintains an average service time of 13-18 minutes for haircuts and 120 minutes or less for permanents.
 - Follows and reinforces instructions and warnings on labels and uses products correctly.

2. Provides excellent customer service and positively sends off customers by affirming the guarantee and inviting them to return to a Great Clips salon.
 - Follows and reinforces Great Clips greeting and introduction procedures.
 - Makes eye contact, smiles and projects a positive attitude.
 - Effectively handles customer complaints using the recommended process, focusing on customer satisfaction.
 - Follows the phrase: "The customer is always right".
 - Responds to phone inquiries regarding pricing, scheduling, wait times, directions, etc.; reinforces proper use of the telephone.

3. Recommends/suggests product purchases to customers to maximize product sales and to ensure they are using the right product for their hair type/style.
 - Responds to questions about products from customers and stylists.
 - Discusses and recommends products throughout the service.
 - Keeps up-to-date on current and new products in the salon.
 - Follows and reinforces proper sales techniques for sale of retail products.

4. Promotes and maintains high standards of quality in the salon to ensure stylists are following the haircutting system and providing excellent service to customers.
 - Completes quality checks and monitors the Quality Program; documents and provides feedback on technical quality.
 - Completes certifications as requested by manager.
 - Reinforces proper consultation procedures and customer service standards.
 - Promotes and maintains high standards of technical quality in the salon.
5. Assists in salon management responsibilities and supports the Manager in all areas to ensure continuous flow of operations; documents positive and constructive observations, and performs other tasks as delegated.
 - Monitors inventory levels and ensures an appropriate and adequate supply of product and cleaning supplies is available to meet salon needs.
 - Completes all required reports accurately, assuring that they are readable and timely.
 - Follows and reinforces proper professional image and appearance standards.
 - Assists manager with paperwork, scheduling and bank deposits.
 - Builds positive, fun working relationships with staff and promotes teamwork.
 - Attends and contributes to salon meetings; presents ideas, salon information and technical information.
 - Attends and participates in required training and workshops.
6. Maintains equipment and reinforces salon cleanliness and appearance to ensure a positive customer perception of Great Clips.
 - Cleans lobby tables, straightens and cleans display shelves, keeps front desk clean and neat.
 - Sweeps hair between customers, cleans sinks, shampoo pads and perm trays.
 - Shares in the cleaning responsibilities by cleaning restrooms, breakroom, office, sweeping sidewalk, cleaning windows, picking up trash, and other assigned cleaning duties.
 - Keeps station and equipment neat and orderly.
7. Handles payment for services, completes invoices, gathers required information (such as name, new/return customer, male/female, coupons, etc.) and inputs into computer to ensure accurate customer records are maintained.
 - Follows Great Clips cash-out and send-off procedures; reinforces the guarantee with every customer.
 - Accurately completes necessary invoices in the computer, such as customer invoices, Stylist Daily Reports, and tracking of coupons.
 - Responsibly handles cash.
8. Performs other projects, work and activities as assigned to ensure continuous service to customers.

Qualifications:

1. Strong focus on customer service and willingness to go the extra mile for the customer.
2. Familiarity with and a true commitment and support of the philosophy, system and operating procedures of Great Clips.
3. Ability to effectively explain and represent products and services offered in a Great Clips salon.
4. Great Clips Certified Stylist, performing at "above standards" level on all Great Clips services.
5. Excellent role model in appearance, commitment and attitude.
6. Excellent communication skills and ability to relate to a wide range of people; ability to effectively handle customer complaints.
7. Ability to maintain records, interpret and follow all policies/procedures.
8. Ability to teach, train and evaluate Great Clips methods.
9. Ability to effectively supervise employees.
10. Ability to work on feet and work with hands above shoulder level.

Required Education and Experience:

Licensed cosmetologist, hairstylist or barber, depending on individual state/provincial requirements, and a licensed Manager/Operator, as the state or province designates.

Supervision:

This position provides work direction to stylists and receptionists in the absence of the manager.

This position description is intended to describe the general nature and level of work being performed by people assigned to this position. It is not intended to create a contract with the employee, or to be an exhaustive list of all responsibilities, activities and skills required of the position and people in the position.