



## Senior Hair Stylist Job Description

**Title:** Senior Hair Stylist

**Reports to:** Director / Manager

Provide professional styling together with excellent interpersonal skills in all guest contact.

### **Qualification(s) Required:**

-  Hair dressing Certificate III
-  Highly skilled with the following services:
  - Hair cutting
  - Hair colouring including:
    - Foiling
    - Balayage
    - Tinting
    - Colour correction
  - Product knowledge
  - Home care recommendations

**Primary Tasks:**

Provide energetic and positive guest focused services at all times	Exceed guest hair fashion and image needs and requirements
Attend and participate in training to increase skill levels and competence	Maintenance of leading edge technical skills, creativity and artistry in hair fashion
Provide assistance in training to other members of the team	Participate in designated marketing, promotional and advertising campaigns
Cooperate fully with other staff (assisting when necessary ensuring that the salon is functioning in an efficient, effective manner)	Maintenance of recognised workplace health and safety requirements
Assist with cleanliness of salon particularly with sweeping of floor and general tidiness	Assist desk (when unattended) answering phone, greeting guests and completing a guest's service sale

**Additional Expectations:**

- Arrival at work 15 minutes prior to shift start, trolley station set up and prepared for the first guest's arrival
- Shampoo your own guest's if you are available
- Do not depart from the salon unless all salon cleaning is completed
- All guest histories to be updated on CPC and ready to enter into the computer upon completion of services.
- If you are going to run late you need to let your guest know
- Always offer service upgrades and offer a change to every guest
- Recommend retail to every guest
- Encourage and participate to create a positive salon environment
- Be a role model for your colleagues
- Assist in apprentices learning

**Direction / Supervision:**

Direct supervision through salon manager

### Selection Criteria:

- Professional presentation
- Ability to maintain a high level of organisational and time management skills and work under pressure in a busy salon environment
- Excellent communication skills and the ability to develop strong guest relationships
- Ability to maintain a high degree of flexibility and adaptability to work in a changing environment
- Ability to work both individually and as an essential member of a focused and productive team
- Ability to meet and exceed set sales targets and service goals constantly
- Ability to build a strong salon managed guest base through self promotion and corporate marketing
- Ability to uphold salon standards during normal daily routines and training
- Ability to work to set policies and procedures
- Ability to demonstrate positivity and creativity

### Key Performance Indicators:

- Targets
- Maintenance and application of all relevant competency standards
- Achieve satisfactory outcomes from guest feedback and survey mechanisms
- Build and maintain minimum level of (salon target) salon managed guests per week
- Attend training programs specified for senior staff
- Attend and participate in staff meetings

### Measurement Process:

- Weekly service targets, retail targets, rebooking and technical targets, and maintenance of guest numbers are monitored via IT/POS system and feedback will be given via pay and performance sheets
- Competency based assessment
- Guest evaluation via face to face and written methods including the formal complaints policy.

### Performance Review Process

- Participation in performance reviews every 4 weeks and 12 weeks
- Participation in bi-annual performance appraisals