



GUEST CARE SPECIALIST

Summary/Objective: The Guest Care Specialist acts as the first point of contact for all new and existing guests, providing each with superior guest service in person, as well as by phone. The Guest Care Specialist sets the tone for our organization by creating a welcoming, guest oriented and professional environment.

Benefits:

- Medical – With employer contribution for individual plan cost
- PTO – up to 3 weeks per year
- Holiday – 6 paid holidays per year
- IRA – With employer match available
- Bonus – Monthly team bonus for achieved goals.
- Additional: Sponsored company events, Employee discount, free products, Employee discount on all services.

Roles & Responsibilities:

- Maintains the aesthetic appeal and function of the reception/lobby area including but not limited to maintaining reading materials, controlling ambient music levels, etc; while upholding Center sanitation & merchandising standards to create a welcoming environment.
- Efficiently schedules guest appointments based on Center guidelines, conferring with stylist/technician when necessary. Completes daily confirmation of upcoming guest appointments by phone and/or email.
- Identifies new Leads/Guests by answering guest questions and gathering specific information to schedule the proper type of Consultation appointment. Provides answers to frequently asked guest questions about our Center and services by being well versed in the solutions we provide.
- Prepares daily work tickets for the stylist/technicians next day's scheduled appointments. Identify and help update any missing information from work ticket.

- Completes guest sales transactions using point of sale POS system while following Center guidelines. Assists guest in booking their next appointment(s). Logs guest notes, color formulas, and attachment information into POS system.
- Assists guests with retail products and purchases by being well versed in product knowledge. Straighten and stock retail shelves daily, notifying Center Coordinator of possible shortages. Assists with inventory and cycle counts as directed.
- Completes daily Center operations opening & closing shifts, requiring daily cash handling without errors. Manages Center communications including but not limited to: processing & shipping orders, preparing guest files, Thank You & referral letters, and appointment follow ups, monthly newsletters, and mail distribution.
- Assists Guest Care team with updating communication board, tracking Center sales numbers to motivate team to achieve and exceed goals. Actively participates in daily/weekly team meetings including but not limited to dissemination of goals, center info/communication, issues, etc.

Other Duties:

Other miscellaneous duties as assigned

Required Education and Experience:

- High School Diploma or GED required
- Strong analytical and project management skills
- Beauty industry experience preferred
- Cosmetology License a PLUS
- Computer skills including Microsoft Office
- Highly developed, demonstrated teamwork skills
- Ability to coordinate the efforts of diverse creative employees
- Demonstrated ability to see the big picture and provide helpful input company-wide

Additional Eligibility Qualifications:

- Excellent verbal and written communication skills
- Demonstrate organizational, self-management, and time management skills to manage multiple projects and deadlines

Work Environment:

Business casual

Physical Demands:

While performing the duties of this job, the employee is regularly required to sit, stand, walk and use hands and fingers to operate a computer keyboard, mouse, and telephone to talk and hear. The employee is frequently required to sit and reach with hands and arms. The employee must occasionally lift and/or move up to 20 pounds.

Position Type/Expected Hours of Work:

Shifts are 9:00 – 5:00, 11:00 – 8:00, 12:00 – 7:00. Based on business/team needs