

Salon Manager (San Francisco)

Job Summary

Tan Bella is looking to hire a salon manager with proven sales and retail success. We are looking for someone who takes pride in employee development, merchandising, and customer service. This leadership position will be responsible for increasing revenue and market share while controlling costs, overall store operations, and will be an ambassador for carrying out all company initiatives.

10 competencies we are specifically seeking:

Ability to hire "A" Players: Sources, selects, and influences "A" Players to join our company.

Ability to Develop People: Coaches people in their current roles to improve performance, and prepares them for future roles.

Organization and Planning: Plans, organizes, schedules, and budgets in an efficient, productive manner. Focuses on key priorities.

Aggressiveness: Moves quickly and takes a forceful stand without being overly abrasive.

Strategic Thinking / Visioning: Able to see and communicate the big picture in an inspiring way. Determines opportunities and threats through comprehensive analysis of current and future trends.

Clearly Communicates & Translates: Exceptional verbal and written communicator with specific proficiencies in Microsoft Word and Excel. Clearly communicates important company messages and updates in a timely and relevant manner.

Drives Accountability for Results: Clearly targets and achieves results, sets challenging goals, prioritizes tasks, overcomes obstacles, accepts accountability, sets personal and team standards, strategically aligns team's work with overall goals and reinforces the company vision, mission, and top priorities.

Motivates & Influences Team: Defines roles and responsibilities, motivates and challenges the team, delegates effectively, rewards hard work and innovative thinking, manages collaboratively, drives our high standards in daily actions and decisions, generates enthusiasm and high levels of engagement, instills loyalty, reinforces our values when planning and executing.

Sales and Client Service: Is client focused, avoids negative client experiences, treats customers with respect and concern, ensures our non-negotiable sales and service standards are always delivered without fail, answers phones to standards and guidelines to ensure new callers are converted into actual customers and is also able to train this skill.

Maximizes Sales Opportunities: Maximizes sales by creating a positive experience through education of our equipment to our customers, expands sales with existing customers, quickly reacts to opportunities, effectively demonstrates the differentiation of Tan Bella to customer, and executes required activities to ensure positive outcomes and repeat business and is able to train this skill.

Responsibilities include but are not limited to:

- Track and execute all hiring needs
- Train and motivate all salon employees through on-going programs in sales, customer service, equipment and product knowledge
- Maximize team and individual performance through consistent coaching and feedback
- Conduct monthly team meetings encouraging continued success and ways to keep lines of communication open
- Forecast and adjust monthly payroll to maximize productivity and achieve sales/payroll goals
- Partner with District Manager to clarify priorities, share business insights and best practices
- Develop and execute strategy to drive sales and build customer loyalty through salon programs including promotions, social networking, and events.
- Take ownership for meeting store revenue goals and delivering exceptional customer service
- Maintain the highest level of visual and merchandise standards including merchandise presentation, merchandise/inventory management and store maintenance

Compensation

Opportunity to make \$60-70K with salary and bonus

Medical/Dental Benefits

2 weeks vacation

Proven management success and experience in Retail/Salon/Spa/Cosmetics is preferred!

Check us out at www.tanbella.com

TanBella is an equal opportunity employer.