

JOB DESCRIPTION



LEAD OPERATOR

JOIN A LEGACY. LEAD THE FUTURE.

At K&D African Hair Braiding, we've been more than just a salon for nearly 30 years. We're a family, a pillar of the Bay Shore community, and a trusted destination for natural hair care and styling. As a Black-owned, women-operated business, we are passionate about honoring tradition while embracing innovation to better serve our clients and team.

Now, we're looking for an exceptional **Lead Operator** to help elevate our salon operations, strengthen our team, and drive client satisfaction to new heights. This role isn't just about managing tasks—it's about building relationships, fostering collaboration, and continuing a legacy of excellence.

If you're an experienced leader in hospitality, retail management, food and beverage service, or salon operations—someone who thrives in fast-paced environments, prioritizes customer care, and excels at team-building—this could be the perfect opportunity for you.

YOUR IMPACT

Leadership & Operations:

- Oversee all aspects of daily salon operations, ensuring smooth workflows, team productivity, and an exceptional client experience.
- Manage staff schedules, inventory levels, and salon upkeep to maintain operational efficiency.
- Act as the "go-to" leader for both the team and clients, embodying professionalism, warmth, and approachability.

Team Collaboration:

- Foster a positive and inclusive team environment that emphasizes mutual respect, teamwork, and client-first values.
- Provide mentorship and coaching to staff, helping them grow professionally and enhancing team morale.
- Address challenges with empathy and a solution-driven approach, maintaining harmony in the workplace.

Client Experience:

- Ensure every client feels welcomed and valued from the moment they walk through the door.
- Proactively handle client inquiries or concerns with empathy, ensuring their satisfaction and loyalty to K&D.

Performance & Business Growth:

- Collaborate with salon ownership to implement new business strategies, including membership programs, performance-based incentives, and more.
- Leverage innovative tools and technology (including AI-powered systems) to enhance operational efficiency and client engagement.
- Track team and salon performance metrics, using data to continuously improve processes and outcomes.



LEAD OPERATOR (CONT.)

WHAT YOU'LL BRING

Leadership Experience:

Proven ability to manage teams and operations in fast-paced environments such as hospitality, retail, or beauty services.

Client-Centric Mindset:

A natural problem-solver who prioritizes customer satisfaction and understands the value of creating memorable client experiences.

Strong Communication Skills:

Ability to lead with clarity, empathy, and respect, building trust with both clients and team members.

Adaptability & Positivity:

Thrives under pressure and remains composed in challenging situations.

Passion for Community & Culture:

A deep appreciation for natural hair care, cultural traditions, and the values that make K&D special.

Bonus Qualifications:

- Experience with operational tools or scheduling software (e.g., Google Calendar, GoDaddy Websites, etc.)
- Familiarity with AI-enhanced technologies or membership-based business models.
- Haircare or beauty industry knowledge is a plus, though not required.

WHAT WE OFFER

- **Competitive Salary:** \$49,000 - \$57,000 annually.
- **Incentives:** Performance-based bonuses tied to team productivity, client retention, and salon growth.
- **Additional Income Opportunities:** For those with hairstyling skills, the potential to earn commissions through client services.
- **Professional Development:** Access to paid training programs and leadership development opportunities.
- **Career Growth:** Increased involvement in strategic initiatives and the potential for equity stake after three years in leadership.
- **Future Benefits:** Plans for health benefits as part of our continued growth.

WHY K&D?

- Be part of a family-run business with 3 decades of history and a trusted reputation in Bay Shore, New York.
- Help drive innovation and growth in an industry that celebrates natural beauty and hair wellness.
- Work in an environment that's deeply connected to its community roots while embracing modernization to serve clients better.