 Salon Assistant

**Job Description**

In the Master’s Hand Salon is an upscale hair salon located in a New Orleans, Louisiana. We are accepting applications for FULL and PART time Receptionist/Guest Service Specialist. We place high importance on candidates with administrative, customer service and cosmetology experience.

**Receptionist Daily Roles/Responsibilities**

* Massage, shampoo, and condition patron's hair and scalp to clean them and remove excess oil.
* Advise patrons with chronic or potentially contagious scalp conditions to seek medical treatment.
* Treat scalp conditions and hair loss, using specialized lotions, shampoos, or equipment such as infrared lamps or vibrating equipment.
* Maintain treatment records.
* Answer phones: Check phone messages & return calls
* Appointment confirmation calls to clients to confirm their attendance for appointment time.
* Review daily appointments via online booking software.
* Booking and confirming appointments via phone, email, social media, etc.
* Facilitate Client Consultation & Prep for daily client consultation
* Create and send out reminder messages such as texts and emails to the salon clients, reminding them of their bookings and appointments just in case they have forgotten.
* Warmly greeting clients, checking them in via computer and sign-in book.
* Keep track of the client list and escort them to the proper salon station; alert assigned stylist on who they will be servicing.
* Offer beverages and assist clients who are in the waiting area
* Inform clients about new services and promotional offers
* Cross-sell services and products when appropriate (e.g. through informative brochures and gift cards)
* Update client records with contact and billing details, appointments and services offered
* Processing transactions (cash and credit cards) and issuing receipts.
* Check products in the salon to ensure that they are not out of stock and inform management of products in shortage for them to place orders for more supplies.
* Order business cards, brochures and stationery as needed
* Maintain a tidy reception area (including washing towels and cleaning restroom)
* Assist stylist and salon personnel with maintaining a clean salon (end of the night clean up)

Minimum Requirements:

* At least 1 yr. customer service, administrative and sales experience.
* Team player with excellent customer service skills and a friendly/positive attitude
* Salon Schedule: Monday-Saturday

Preferred/Desired

* Cosmetology student or desire to become a licensed cosmetologist

We offer fantastic Perks:

* Earn competitive salary compensation
* Continuing Education/Training
* Career advancement Opportunities
* Comfortable Work Environment (Newly Renovated)