

Salon Manager Responsibilities

Job Summary

Reporting to the Store Manager at EarthWise Pet, the Salon Manager is responsible for the success of and day-to-day management of the grooming Salon including the training, performance and workload of the salon employees, the salon budget, operating expenses, and achieving salon sales goals. This also includes recommendations to the Store Manager to improve operational efficiencies, new services, and price changes.

Job Functions

Oversee the staffing and daily operations of the salon:

- Set, understand, and manage supply, labor, and maintenance costs within prescribed margins of the overall salon budget.
- Assist the Store Manager to set sales goals, collaborate to drive the business needed to achieve them and ensure grooming and bathing prices are competitive.
- Analyze grooming database(s), including the salon Customer Relationship Management and Point-of-Sale systems, to assess and report the state of the business. Recommend and develop action plans to improve the business when needed.
- Responsible for the inventory, management, and maintenance of all the tools in the Salon owned by Earthwise Pet.
- Ensure the salon is properly staffed to offer grooming services during all hours of store operations as well as handle high and low customer volume. Must be able maintain the appropriate salon staff for unexpected salon employee no-shows to honor scheduled salon appointments.
- Ensure that the salon staff is properly trained by providing on-the-job training and coaching for Pet Stylists, Pet Stylist Apprentices and Grooming Assistants. Provide input to the Store Manager on performance evaluations and at times conduct them.
- Recruit, screen, and test salon applicants on grooming procedures and evaluate skills on other job related tasks and recommend employment to the Store Manager.
- Ensure consistent, high quality customer service from appointment setting, client check-in through to check-out and that services are completed per customer instructions.
- Ensure EarthWise Pet's bathing and grooming standards are met for all scheduled pets including the safety and well-being of client's pets when they are in the store.
- Build great relationships through quick and courteous service to all customers in the salon.
- Assign and resource all special projects and events, i.e. making sure a groomer/bather are present for event.
- On occasion, complete store opening and closing procedures.

Skills

- Grooming experience 5+ years.
- Friendly and outgoing with strong attention to detail and be able to multi-task.
- Work without supervision when individual judgement is needed to complete assigned tasks.
- Perform duties and responsibilities with or without a reasonable accommodation.
- Interact professionally and effectively through verbal and written communication with all professional contacts with emphasis on company interests.
- Must be able to move animals and merchandise up to 50 pounds.