



JOB ANNOUNCEMENT

SALON MANAGER

(Part-Time)

Reports to Salon Owner
Based in Beachwood, OH

ABOUT POLISHED

Polished Natural Nail Studio & Product Line opened in 2011 to provide high-quality natural nail care services. The health of our clients' nails is our top priority, and we take pride in our award-winning services including gel polish manicures, pedicures and nail art. Polished does not provide acrylic, dip, or gel powder services as we focus on nail health and use only all-natural products. The Polished Natural Nail Studio team is growing, and we are looking for people who share our passion for the nail industry, are friendly and self-motivated, and who are committed to excelling beyond industry standards. We strive for excellence in everything we do, guided by our values – professionalism, exceptional customer service, cleanliness, teamwork, and continued education to keep our skills fresh. For more information about our nail studio, please visit our website: <https://www.polishedstudio.com>.

We are pleased you are considering becoming a part of our award-winning team!

Please Note: Because Covid-19 persists as a substantial health risk, Polished Natural Nail Studio requires masks to be worn at all times inside our facility.

RESPONSIBILITIES

The successful candidate will be a self-starter that can mentor and inspire our staff by maintaining high performance standards, leading by example, providing first-class customer service, and setting and reaching sales goals for individuals and the team.

Polished is open 10am to 7pm Tuesday through Friday, and 8am to 4pm on Saturday. A flexible schedule to accommodate day, weekend, and evening availability is required.

- Manage day to day operations of Polished Natural Nail Studio & Product Line in partnership with Studio Owner to ensure all departments run smoothly and efficiently
- Collaboratively lead the training process for team members, and conduct interviews as needed
- Work closely with Studio Owner to manage staff, operations, and salon finances
- Manage Polished product line inventory by maintaining records of stock quantities on hand and ordering replacement items
- Perform nail studio opening and closing duties, manage client intake process, and pre-book client appointments
- Manage Studio Owner's salon books and schedule salon tours
- Conduct daily studio walk-throughs to identify and report any operations or facility issues

- Assist in the coordination of promotional events (such as client appreciation days, salon anniversary celebrations, etc.) and in-person/virtual natural nail training sessions
- Maintain a positive, inclusive, and welcoming studio atmosphere
- Respond to team member and client concerns promptly, fairly, and consistently
- Communicate with Polished brand ambassadors to develop and implement partnership opportunities
- Coordinate media opportunities for Studio Owner such as interviews and speaking engagements
- Facilitate monthly team meetings in Studio Owner's absence, and lead and motivate studio team in providing excellent services, adhering to studio values, following policies/guidelines, and maximizing profit
- Perform various administrative functions and other duties as assigned

QUALIFICATIONS

- High School Diploma (or GED)
- Minimum three (3) years management experience in a fast-paced retail, spa/salon, beauty, or service environment is preferred
- Minimum two (2) years customer service within an extremely busy salon, office, or higher-end setting
- General bookkeeping and business finance skills to account for and report studio profits and expenses, and manage cash, credit, and gift certificate transactions
- Highly motivated self-starter who can work independently and as part of a team
- Excellent interpersonal, time management, and administrative skills, with the ability to effectively prioritize among competing tasks while maintaining attention to detail
- Proven analytical and decision-making skills, able to handle conflict utilizing good judgment
- Experience developing promotional strategies and responding to social media inquiries
- Excellent verbal and written communication
- Proficiency with Microsoft Office, appointment booking, calendaring software
- Ability to remain focus in a fast paced, active work environment while maintaining professional demeanor and positive attitude
- Ability to maintain confidentiality and trustworthiness in handling client and salon information
- Reliable transportation to commute to and from our Beachwood location
- Flexible schedule with the ability to work weekends, evenings, and some holidays

COMPENSATION

This is an hourly position and pay will be commensurate with experience.

TO APPLY

Please email your resume and a brief cover letter (use position title and your last name in the subject such as "Salon Manager - Foster) to info.polished@gmail.com. Applications will be accepted on a rolling basis, with priority given to applications submitted by September 30, 2022.

Polished Natural Nail Studio is proud to be an equal opportunity employer.