



## **POSITION DESCRIPTION**

**POSITION TITLE** : OPERATIONS MANAGER\_K3067  
**DEPARTMENT** : Beauty Salon  
**CLASSIFICATION APPROVED BY** : HRD

## **REPORTING RELATIONSHIPS**

**POSITION REPORTS TO** : Brand Director  
**POSITIONS SUPERVISED** : 12-14

## **POSITION PURPOSE:**

Responsible for achieving salon sales and operating profit and operating the salon chain in accordance with the company's policies and procedures and developing an environment where there is a true commitment and focus on providing the best customer service and quality in the salon industry.

## **ESSENTIAL FUNCTIONS AND BASIC DUTIES**

### **SALON OPERATIONS**

- Drives and delivers sales performance of assigned salons. Manages sales objectives and operational costs, in line with agreed business plan.
- Implements processes which clearly communicates personal responsibility at all levels for achievement of weekly/monthly sales targets.
- Determines and implements options to correct sales underperformance or to exploit sales opportunities.
- Ensure a high standard of service is delivered in all salons at all times by the teams.
- Responding to all customer complaints and comments.
- Conduct Salon Visit reports on regular basis
- Ensure all policy and operational guidelines are implemented and followed in the salons.
- Ensure the salons within the area are adequately staffed at all times and employees are aware of their work schedules ahead of time and that it is fair, allowing for the team to have their days off and is managed in accordance with the company policy.
- Ensure housekeeping standards are maintained at the highest level across the area.
- Arrange for repair of any damages in stores within the area.
- Make sure that the shop fronts are clean, presentable and all lights are working whilst on salon visits.
- Check for any damage in the salon that could hurt customers and colleagues.

### **STOCK MANAGEMENT**

- Follow product purchasing process and ensure bookkeeping and updating of inventory at all times.
- Plan and coordinate with the salon vendors' stock deliveries and payment/invoicing procedures.
- Monitor inventory levels to ensure adequate supplies are available across your stores.
- Ensure stock is kept intact in the salon software with lowest discrepancy possible.



### INTERNAL AUDIT

- Ensure companies assets and cash are protected at all times.
- Ensure that all faulty damaged items are written off properly.
- Ensure that usage of consumable items is in line with sales of services.

### MAINTENANCE

- Ensure housekeeping standards are maintained at the highest level across the region.
- Arrange for the repair of any damages in salon.
- Make sure that all salons are clean, presentable and all lights are working.
- Repair or replace any painting, or damaged equipment.
- Ensure that the workplace satisfies health, safety and welfare requirements for ventilation, temperature, lighting, sanitary, washing and rest facilities.

### S&D

- Work closely with suppliers to ensure the stock delivery frequency is correct for the salons.
- Follow-up with supplier to resolve the discrepancy that the Area Manager cannot finish.

### HR / L+D/Legal

- Recruit, train, manage and evaluate salon staff and Management to ensure that staffing level and performance meet salon needs.
- Conduct timely performance evaluations and salary reviews for all team members.
- Identifying training needs to improve team performance.
- Promote and maintain high standards of technical quality in the salon.
- Ensure all staff is adequately trained on products and technical techniques.
- Ensure that the grooming and appearance standards of all staff are maintained at all times.
- Establish requirements with L'Oreal for development, and assessment of team. Ensure all the teams are given equal opportunity to develop and grow in skill.
- To actively work together with our legal team, to ensure that all KOJ / Brand legal requirements are met.
- To have a full understanding of all legal requirements for both salon operations and labor law.

### FINANCE AND ACCOUNTING

- Review current practices and ensure savings are made where applicable.
- Drive initiatives in region, and make recommendations for cost cutting.
- Review salon Petty Cash Claims and challenge expenses not required.
- Effectively manage the P+L for the region, challenging any cost that may impact on profitability.

### BUSINESS DEVELOPMENT

- Executes the openings of new stores for the Salon within the region.
- Actively contributes to the finding of suitable locations to match the growth plan.
- Manages and controls operational resources in line with the salon growth.
- Identifies and delivers initiatives to enhance business/ increase and improve sales.
- Actively seeks out all new opportunities, whether it is customers, product, location or supplier in conjunction with team and in line with the brand strategy.



### **PERSONAL CHARACTERISTICS**

- Achievement oriented
- Team building and leadership skills
- Empathetic

### **PERFORMANCE MEASUREMENTS**

- Salon Profit
- New salons openings
- Employee Turnover and quality of staff
- Stock Accuracy
- Customer feedback/satisfaction

### **QUALIFICATIONS/REQUIREMENTS**

- At least 10 years' experience in Beauty Salon operations and management.
- Effective leadership skills and experience in staff management, training and development.
- Strong focus on customer service and willingness to go extra mile for the customer.

### **COMPETENCY REQUIREMENTS**

- Developing others
- Drive for Results
- Customer Focus
- Problem Solving
- Priority Setting & Time Management

**Department Head:** .....

**Employee:** .....