

Sport Clips Coordinator Job Description

Duties and Responsibilities:

- Greet clients with a warm and welcoming smile and attitude to ensure they get a wonderful experience as they come in
- Promote a welcoming environment like resolving issues and maintaining a clean and organized reception area of the salon to ensure a high level of customer service and provide a positive client experience
- Engage in retail displays and assist in retail sales by giving product knowledge and recommendations to clients
- Support the production of informational videos concerning player safety, featuring explanations of league directives, monetary fines, non-suspensions, and suspensions
- Manage the daily operations of the salon, such as coaching, staff scheduling, and ensure adherence to company policies and performance standards
- Work together with the salon team to ensure a smooth flow of operations around the reception area
- Manage financial transactions, including cash handling and credit card payments processing, and also answer phone calls and address client inquiries promptly and professionally
- Carry out minor responsibilities as assigned by the store manager, including sanitation, prepping stations, vacuuming, stocking, and laundry
- Help in marketing efforts, including social media updates and promotions, local neighborhood marketing, and training
- Manage stock to meet client needs and operational requirements, track inventory levels for retail products and salon supplies, and place timely orders
- Ensure the salon is tidy and the working environment aligns with the brand image, and stylists are trained on services

- Communicate efficiently between the Sport Clips' franchise owner or corporate office and the salon team, discussing information and ensuring directives are followed
- Lay emphasis on product benefits and help clients in selecting retail products or services for their hair care needs
- Perform coordinator duties at the reception desk when necessary, and operate the computer and Sport Clips point of sale systems effectively.

Sport Clips Coordinator Requirements – Skills, Knowledge, and Abilities

- **Exceptional Job Experience:** Sport Clips coordinators must have at least one year experience in hair styling, cash handling, and computer operation. They also need to prove how they managed daily salon operations, acted as a link between clients and stylists, supported local marketing endeavors, enhanced the client check-in experience, and improved scheduling efficiency.
- **Inventory Management Systems:** The ability to work with the inventory management system is a technical skill needed by Sport Clips coordinators, to use internal systems in tracking product and supply. This skill will also assist them in placing supply orders and ensuring accurate stock levels.
- **Point of Sale (POS) System Proficiency:** Coordinators should be familiar with the Sport Clips POS system, like Zenoti. The ability to use the Point of Sale System will also enable coordinators to handle client check-ins, appointments, transactions, and client accounts and memberships effectively.
- **Salon Management Software:** Sport Clips coordinators need to be proficient in applying the software used for managing appointments, handling records, and scheduling tasks. They will become more successful, with more operational efficiency by having the skill of to work effectively with the salon management software.
- **Digital Marketing Tools:** This is an optional but valuable skill for Sport Clips coordinators to have. They need the knowledge of working with digital marketing tools so they can post to social media accounts of the store, such as Facebook and Instagram. They also require this skill to be

able to assist the store in carrying out local promotions or community engagement events.

- **Basic IT Troubleshooting Skill:** This is the ability to identify and report store-level technical issues, like problem with card readers, Wi-Fi, and printers. Coordinators should be able to communicate efficiently with corporate technical support or vendors.
- **Reporting and Analytics:** Having this skill gives Sport Clips coordinators the ability to pull reports on sales, stylist performance, client feedback, and ticket averages, and understand metrics, such as product sales, upsells, rate, and more.
- **Human Resource and Payroll Software:** The ability to use human resource and payroll software tools may or may not be applicable to the Sport Clips coordinator role. However, it gives coordinators the ability to support with shift records, onboarding forms, or timesheet reviews using tools like store-level software, ADP, or Paychex.
- **Email and Communication Tools:** Having the ability to use email and communication tools helps Sport Clips coordinators to manage internal communications through email or apps like Sport Clips proprietary communication tools, Microsoft Teams, or Slack.
- **Business Management and Marketing Skills:** Business experience is an important element in the Sport Clips coordinator role. Coordinators need to understand the key performance indicators and strategize plans to achieve those goals. They should devise and implement a business and marketing plan based on the best practices of a proven system.
- **Emotional Intelligence:** Sport Clips Coordinators should develop the ability to understand their own emotions and those of others, and respond with empathy and patience to team members and clients.
- **Communication Skills:** Sport Clips coordinators must maintain clear written and verbal communication skills with team members, clients, and management. They should be able to listen actively to complaints from customers or team members and respond appropriately. Sport Clips Coordinators must communicate schedule changes or policy updates professionally, and relay stylist availability and service updates effectively.
- **Customer Service Skills:** It's a good skillful display to welcome clients warmly and professionally, manage check-ins and wait times efficiently,

use tactics to handle customer concerns, and maintain a positive and friendly environment. Sport Clips coordinators need to ensure that each guest has a great experience. They should also create a positive and solution-focused mindset and demonstrate attentiveness.

- **Organizational Skills:** Sport Clips coordinators need to develop the ability to manage inventory and salon flow during busy hours, keep schedules up-to-date and accurate, and handle appointments to ensure successful daily operations. They should manage multiple tasks simultaneously, and keep the salon environment clean and organized.
- **Team Support and Collaboration:** Sport Clips coordinators should support stylists with supplies and workflow needs, and communicate with managers or team leaders regarding issues or needs by working as part of the team. They need to also promote a team-oriented culture, support self-confidence, and encourage a positive and cooperative salon environment where stylists work together effectively and feel supported.
- **Attention to Detail:** When Sport Clips coordinators give attention to work details, they ensure all aspects of the salon's operations, from cleanliness to quality service, meet company standards. They must notice small things that can impact the customer experience, such as appointment errors and uncleanness, so they will be able to communicate immediately to avoid mistakes.
- **Problem-Solving Skills:** When issues arise, such as team conflicts, operational challenges, and customer complaints, Sport Clips coordinators should think on their feet and use good judgment to resolve the problems under pressure, while maintaining professionalism.
- **Team Building Skills:** Sport Clips coordinators should have the desire to develop team members. They need to recruit and retain quality team members to build a high-performing salon. Their success lies on team member personal and professional development and growth.
- **Adaptability:** Adaptability is an essential skill that Sport Clips coordinators need in their career. It will help them to stay calm and be flexible when the salon is busy or in shortage of staff so they can quickly adjust to the changes in staffing, customer needs, or schedules.