

## HAMILTON ISLAND POSITION DESCRIPTION

### POSITION DETAILS

<b>POSITION TITLE:</b>	Hairdresser / Stylist	<b>LOCATION:</b>	Hamilton Island
<b>DIVISION:</b>	Spa	<b>DIRECT REPORTS:</b>	Nil
<b>REPORTS TO:</b>	Salon and Beauty Manager	<b>INDIRECT REPORTS:</b>	Nil
<b>DATE PREPARED:</b>	January 2012		

### JOB PURPOSE

To provide all hairdressing in a busy fast paced salon with a high standard of excellence and attention to guest satisfaction. Perform all the duties entailed in the daily operations of Island Hair and Beauty in an efficient manner by supporting and mentoring other team members with a positive attitude and a strong work ethic

### JOB RESPONSIBILITIES (NOT LIMITED TO)

- Provide all treatments as required on the menu of services
- Meet and greet all customers in a friendly and welcoming tone.
- Have a strong and thorough knowledge of all products used, treatments and services offered as required to provide these services in the role of Hairdresser / Stylist
- Meet the weekly and monthly retail targets set down in the centre budget and as directed by the Salon and Beauty Manager
- Consult with each guest on their requirements prior to cutting and/or styling with attention to managing product to avoid waste
- Clean floors and benches after each guest to ensure that the salon is to standard and ready for the next treatment
- Ensure sufficient stocks of appropriate product are available at all times, and refer low volumes to the manager
- Provide consultation services to wedding groups as required and ensure they receive personalized attention on their wedding day
- Keep all internal and external areas of Island Hair and Beauty clean, tidy and hygienic, ensuring that an adequate level of cleaning materials and products are available
- Be available to participate in any additional training in treatments and retailing to continually improve own performance
- Keep abreast of the beauty industry both in the domestic market and the international market to aid in personal and professional development of self to enhance performance
- Answer general queries in a prompt and courteous manner and convert to bookings.
- Process payment through our approved POS system as required

### EXPERIENCE & QUALIFICATIONS

- Certificate III, IV or Diploma of Hairdressing (Essential)
- Thorough knowledge of colours / up styles (Essential)
- Application of acrylic nails (Desirable)

### PERSON SPECIFICATION/SKILLS

- Excellent personal presentation
- Excellent communication and interpersonal skills
- Friendly and enthusiastic attitude
- Reliable and flexible attitude

### KEY WORKING RELATIONSHIPS

- Spa Department
- Guest and residents of Hamilton Island
- Guest Services Departments
- HIE Executive Team and Stakeholders