

Hairdresser Job Description

Position Title: Hairdresser

Reports to: Spa Manager

JOB SUMMARY

An authentic Balinese SPA at sea

Ocean View Monaco is a Luxurious Spa Management based in Monaco. Our wellness centres combine high quality wellness services with the magic of the Orient.

As Hairdresser, you are responsible to provide high quality hairdressing services. You must deliver a high standards of technical and customer care at all times. Drive business in the salon via promotion, marketing and personal development. Assist and in some cases take responsibility for day to day tasks of the salon. You must possess excellent communication skills and be able to learn the product and service knowledge necessary to effectively provide beauty solutions to meet the needs of our guests.

DUTIES AND RESPONSIBILITIES

- Be on time for your shift, prompt with each appointment and perform services within the appropriate time allotted for the service.
- Ensure customer's needs are identified.
- Carry out treatments in a relaxed friendly and clean environment.
- Book customer's appointments with efficient time allocated for each appointment.
- Provide consultation and advice to customers if/when required, especially with providing a colour services and/or cut services.
- Maintain a clean working area and sanitise tools after each customer.
- Attempt to resolve complaints/ customer feedback initially within the Salon with the support of the Spa Manager with investigations where required.
- Undertake general cleaning duties to ensure the Salon is kept to high standards.
- Promote and demonstrate products for retail.
- Be flexible with your schedule, supporting the needs of the spa.
- Properly care for equipment and use proper amounts of product to assist with cost controls.
- Have complete knowledge and understanding of all services and products while educating and training guests in these areas.
- Uphold the standards of sanitation and sterilization as directed by law and the spa's Policies and Procedures.
- Actively promote the spa, treatments, services, sessions and retail, as well as programs, promotions and/or discounts available.
- Handle guests' questions and concerns professionally and courteously.
- Possess ability to work without direct supervision.
- Flexible and willing to perform other tasks as assigned.
- Maintain a positive attitude and contribute toward a quality work environment.
- Regularly attend, participate in and support training and staff meetings for the spa.
- Assist in all areas of spa operation as requested by management.

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Qualifications

- High school diploma/G.E.D. equivalent
- Hairdresser Certificate

Experience

- At least 1 year of related work experience

Skills

- Ability to meet financial targets.
- Ability to work under pressure.
- Willingness to develop team members and self.
- Flexibility to respond to a range of different work situations.
- Ability to work on your own or in teams.
- Fluent English speaking and writing plus 1/2 additional languages.

BENEFITS

We offer competitive salaries and an attractive benefits package, which includes:

- Generous Incentive scheme based on selling Spa services and Retail.
- Three meals a day included.
- Insurance.
- Accommodation.
- Continued training and development opportunities.
- Airline and land transfer to and from the assigned Ship.