



AVEDA. INSTITUTE
DES MOINES

The job description below is intended to describe the general nature and level of work being performed by people assigned to this job. It is not an exhaustive list of responsibilities, and it is subject to changes and exceptions at the discretion of supervisors.

AVEDA JOB DESCRIPTION

Job title: Guest Coordinator

Department: Experience Center

Position Purpose: Provide excellent customer service to our guests at all times. Assist in maximizing sales and helping guests select and purchase merchandise while exceeding their expectations.

Description of Duties:

- Provide excellent/courteous customer service.
- Assist in booking appointments.
- Maintain personal sales and achieve sales goals.
- Help guests select and purchase merchandise.
- Demonstrate products on guests where applicable.
- Inform supervisor quickly about problems related to guest issues and/or requests.
- Serve as a resource for general product knowledge to all guests and staff members.
- Help maintain clean, safe sales and stock areas and resolve maintenance issues on a timely basis.
- Assist in the execution of a complete and accurate physical inventory as required.
- Assist in the flow of merchandise from stock areas to the selling floor in a timely and organized manner.
- Present and reinforce a professional appearance and maintain the Aveda Institute's appearance and dress code standards at all times.
- Attend meetings as required.
- Serve as a professional resource to all students.
- Perform other duties as assigned and/or required.

Direction Given:

None

Direction Received:

1. Experience Center Manager
2. Director of Institute
3. Institute Owners

Responsibility:

Financial: Accept and adjust service payments. Maintain cash register.

Contacts: Guests, students, and Institute staff

Minimum Requirements:

Education: High School diploma or equivalent. Cosmetology or Esthiology license beneficial, but not required.

Experience: Some retail experience. Cosmetic experience preferred.

Effort: This position requires daily use of excellent communication skills. This position requires moderate physical effort. Some unpacking and packing of materials is required when restocking the floor supplies. There may be moving and setting up of displays and other events taking place in your location. Requirement to spend majority of work shift standing on feet.

FLSA: Non-Exempt-Hourly Position