

BELLA ROCOCO

at Emilia's

Available Position

Front Desk Coordinator

Our team is growing! We have an immediate opening for a Front Desk Coordinator. This position is the first point of contact for all existing and potential guests of the salon. The ideal candidate must represent the salon well as a first impression. It is an exciting role to be a Salon Coordinator with opportunities for growth into management.

Requirements Include:

- Greeting and handling all guest check-in/outs
- Scheduling appointments based on timing and stylist skills
- Answering a multi-line phone system, and directing calls as needed
- Replying to guest emails and online reviews
- Creating content daily: "behind the scenes", "before and afters", etc.
- Posting about our events, promotions, etc
- Confirming and preparing guests about upcoming appointments
- Community outreach for neighborhood businesses and residents
- Engaging with our guests on Social Media
- Supporting the staff and the clients
- Helping coordinate special in-house events

The ideal candidate must have:

- Outstanding written and communication skills
- A friendly and inviting demeanor- Strong organizational skills, great follow-up
- A willingness to assist other team members when needed
- Previous hospitality experience

Required education:

- High school or equivalent