

SERVICE DESK COORDINATOR JOB DESCRIPTION

Qualifications: He or she is professional and has sales and service experience and basic guest service communication skills. He or she must have basic computer software and telephone skills.

Objective

The Service Desk Coordinator creates an extraordinary experience for service guests, prospective Future Professionals, and all other school guests. He or she also acts as a guest service mentor to the Future Professionals. He or she follows all service desk systems to guide and support a smooth guest service flow in the clinic classroom.

Service Desk Coordinator — Essential Functions

- ① He or she provides the first impression of the school and accommodates all guests who call or enter the facility using the proper dialogue.
- ② He or she facilitates the service guest welcome and check-in, service completion, and guest checkout.
- ③ He or she is knowledgeable about all Take Home products and services offered and can recommend additional services and Take Home products.
- ④ He or she assists the Future Professionals in completing the service experience and performing the 2-Minute Plan.
- ⑤ He or she follows the daily opening and closing procedures and balances the cash drawer using the Millennium/Meevo procedures.
- ⑥ He or she is proficient in Millennium/Meevo appointment scheduling, report maintenance, and basic sales and service functions. He or she maintains accurate guest records.
- ⑦ He or she answers the telephone using a friendly, helpful tone and uses the reservation dialogue and admissions call scripting when assisting service guests and prospective Future Professionals via telephone.
- ⑧ He or she confirms reservations in advance, follows up with no-show reservations, and makes new guest service reservation follow-up calls.
- ⑨ He or she resolves service guest challenges promptly and efficiently and follows the service refinement, communication, and documentation procedures.
- ⑩ He or she attends Pow Wow meetings (as needed), service desk meetings, monthly Town Hall meetings, team training, FUNraising, Free Hugs, Caper, Super Service Days and Super Service Nights, a.k.a. Style Extravaganza, and graduation celebrations to sustain the school culture and supports the Guest Service Leader in communicating the extraordinary service experience and sales strategy and plan.
- ⑪ He or she may be asked to perform other tasks as needed that do not appear on the job description.

Work is performed in an indoor environment and requires frequent sitting, standing, bending, walking, repetitive motion, and vision to monitor.

He or she travels domestically for recruitment and professional development.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Service Facilitator

The Service Desk Coordinator oversees the daily service desk functions to provide extraordinary guest service.

- ① He or she maintains the Millennium/Meevo system and secures the cash drawer.
- ② He or she conducts scheduled opening and closing procedures.
- ③ He or she prepares the Service Tickets located in the Guest Service Folios and makes necessary schedule changes after Future Professional attendance has been documented.
- ④ He or she may run daily or weekly reports for the Clinic Classroom Leader, Service Desk Leader, or Guest Service Leader.
- ⑤ He or she provides extraordinary guest service and follows the service systems with the Future Professionals and service guests during the check-in and checkout process.
- ⑥ He or she maintains a beautiful, guest-ready service desk and works with the team to maintain the guest seating and Take Home areas.
- ⑦ He or she is knowledgeable about all service and Take Home product pricing and can make professional recommendations.
- ⑧ He or she uses all service forms, including the Guest Information Cards, Guest Service Folios, and Take Home Recommendation Forms.
- ⑨ He or she obtains or updates the guest information in Millennium/Meevo daily.
- ⑩ He or she monitors the guest wait time and works with the service host and ticket leader to expedite extraordinary guest service.

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- ⑪ He or she communicates with all team members and resolves service guest challenges promptly using the Guest Satisfaction and Refinement Process procedures.
- ⑫ He or she monitors Future Professional productivity and guest service skills and provides feedback to the Clinic Classroom Leader on Future Professional performance.

Reservation Specialist

The Service Desk Coordinator creates an extraordinary experience for all service guests and prospective Future Professionals who contact the school via telephone, social media, or e-mail.

- ① He or she responds to all service guest calls following the recommended dialogue in the Reservation Dialogue How-To.
- ② He or she responds to all prospective Future Professional inquiries and follows the Service Desk Team Telephone Script for Prospective Future Professionals.
- ③ He or she provides accurate service prices and promotes monthly service and Take Home promotions.
- ④ He or she follows the Millennium/Meevo scheduling procedures.
- ⑤ He or she completes all assigned outbound calls to include no-show calls, confirmation calls, new guest follow-up calls, and overdue guest calls and documents tasks in the Millennium/Meevo Task Manager.

Take Home Sales Specialist

The Service Desk Coordinator makes professional recommendations to all service guests.

- ① The Service Desk Coordinator endorses Future Professional recommendations using the Take Home Recommendation Form.
- ② He or she can identify the top-selling Take Home items by generating reports in Millennium/Meevo.
- ③ He or she has completed the *Paul Mitchell Product Guide Workbook*.
- ④ He or she mentors the Future Professionals on the appropriate Take Home recommendations during the 2-Minute Plan and service checkout.
- ⑤ He or she maintains the Take Home displays and shelves according to the PM Planner.

School Ambassador

The Service Desk Coordinator promotes the school.

- ① He or she provides general information to the public.
- ② He or she connects all prospective Future Professionals to the admissions department.
- ③ He or she gives a welcome experience to all walk-in prospective Future Professionals, when available.
- ④ He or she acts as a trusted advisor to Future Professionals and maintains a professional relationship.
- ⑤ He or she maintains a professional personal image that represents the Paul Mitchell brand.