

## CLINIC CLASSROOM LEARNING LEADER JOB DESCRIPTION

**Qualifications:** The Clinic Classroom Leader is a licensed cosmetologist, barber, or skin therapist and is a guest service and sales-oriented professional. He or she trains the team in and inspects the clinic classroom systems, the Future Professional learning experience, and the overall guest service experience. For smaller campuses, the Clinic Classroom Leader may also actively work in the clinic classroom and/or may also act as the Guest Service Leader.

**Note:** Refer to the Guest Service Leader job description for more information.

### Objective

The Clinic Classroom Leader is an education and service experience focused position. His or her objective is to guide an extraordinary guest service experience and the Future Professional learning experience by leading the Future Professionals and Clinic Classroom Learning Leaders in using the following systems:

- Welcome experience and guest greeting
- Service completion and Future Professional 2-Minute Plan
- Take Home sales and service skills
- Millennium reporting and scheduling
- Take Home product and service contests and promotional campaigns
- Service desk team communication

### Clinic Classroom Learning Leader — Essential Functions

- ① He or she supports the school's service sales skills and Take Home goal getting through coaching, mentoring, and training the team members and Future Professionals.
- ② He or she conducts an assessment of clinic classroom activity with the service desk team using the Millennium Toolbox and conveys the information to all Clinic Classroom Learning Leaders.
- ③ He or she conducts weekly meetings with the School Director, Service Desk Leader, and Guest Service Leader to determine the weekly and monthly focuses in creating extraordinary guest services, extraordinary learning experiences, and service and Take Home goal getting.
- ④ He or she uses the Clinic Classroom Learning Plan to organize the daily clinic classroom learning activities and guides Clinic Classroom Learning Leader performance.
- ⑤ He or she actively manages the guest service flow with the Service Desk Leader.
- ⑥ He or she provides sales results feedback and direction to the Clinic Classroom Learning Leaders and constantly circulates all guest service areas and clinic classroom zones.
- ⑦ He or she uses the Millennium system and reports to monitor all daily, weekly, and monthly sales goals and results.
- ⑧ He or she is proficient and certified in the five-minute stress-relief treatment, extraordinary shampoo experience, and rinsing and shampooing color.
- ⑨ He or she supports the Future Professionals in developing extraordinary guest service experience skills. He or she ensures that every haircut service guest receives the five-minute stress-relief treatment (or the haircut is free).
- ⑩ He or she runs and maintains all clinic classroom sales, operations, and communication with the Service Desk Leader and/or Guest Service Leader and Clinic Classroom Learning Leaders.
- ⑪ He or she attends Huddle meetings, weekly management meetings, monthly Town Hall meetings, team training, FUNraising, Free Hugs/Community Love, Caper, Style Extravaganza, and graduation celebrations to sustain the school culture and supports the Guest Service Leader in communicating the extraordinary service experience and sales skills strategy and plan.
- ⑫ He or she acts as a trusted advisor to Future Professionals and maintains a professional relationship.
- ⑬ He or she maintains a professional personal image that represents the Paul Mitchell brand.
- ⑭ 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.\*\*

## CLINIC CLASSROOM LEARNING LEADER **JOB DESCRIPTION**

### **Clinic Classroom Mentor**

The Clinic Classroom Leader supports service and Take Home recommendations.

- 1 He or she meets or exceeds the standards of excellence outlined in the Learning Leader Performance Evaluation.
- 2 He or she coaches Future Professionals and Clinic Classroom Learning Leaders in customer focus, extraordinary guest services, and service and Take Home sales skills using the Clinic Classroom Learning Plan.
- 3 He or she tracks the Future Professional ticket allocation and breaks with the service desk team. The Clinic Classroom Leader and the service desk team use the Service Request Form to allocate specific services that the Future Professionals request.
- 4 He or she inspects that the Clinic Classroom Learning Leaders manage their zones and that all guest services include a service consultation, a five-minute stress-relief treatment, service upgrades, a style consultation, and Take Home recommendations.
- 5 He or she uses the Daily Clinic Classroom Guidelines and Daily Clinic Classroom Checklist to inspect that the clinic classroom areas are clean, attractive, and free of clutter. He or she works with the Clinic Classroom Learning Leaders to inspect that the Future Professionals eliminate clutter at their service areas, clean their service tools, sweep the floor, and follow the state board rules for sanitation.

### **Service Experience Facilitator**

The Clinic Classroom Leader communicates daily and directs all clinic classroom service activities with the Guest Service Leader and/or Service Desk Leader.

- 1 The Clinic Classroom Leader directs, inspects, and manages the overall guest service experience in the clinic classroom.
- 2 He or she inspects that all Clinic Classroom Learning Leaders and Future Professionals complete the Guest Service Folio and Take Home Recommendation Form, and Learning Leader Performance Tracking Form or Future Professional Service and Take Home Scorecard.
- 3 He or she monitors and assists the Future Professionals requiring additional assistance to complete guest services.
- 4 He or she inspects that the Clinic Classroom Learning Leaders sign the Release of Claims located in the Guest Service Folio prior to the start of the service.
- 5 He or she acts as the host, guides a smooth service transition during every part of the guest service experience, and monitors service and check-in times to inspect that services are completed in a timely manner.
- 6 He or she conducts ongoing guest satisfaction checks to monitor service guest comfort during the service and addresses any service challenges prior to the guest checkout.
- 7 The Clinic Classroom Leader coaches and mentors the Future Professionals to consistently perform the following:
  - Guest greeting and welcome experience
  - Service consultation
  - Style consultation
  - Service completion at the service area and 2-Minute Plan

### **Sales, Take Home, and Product Expert**

The Clinic Classroom Leader is a knowledgeable and experienced sales and service expert.

- 1 He or she has excellent product knowledge and is familiar with all on-demand Paul Mitchell Product Resources.
- 2 He or she uses the sales and service curriculum to guide Future Professional performance.
- 3 He or she inspects that regular clinic classroom mini-classes are conducted.
- 4 He or she may teach professional development classes in the Core program and monthly professional development classes in the Adaptive and Creative programs.