

## 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.

### Essential Functions

The Service Desk Coordinator:

- ① Provides the first impression of the school and accommodates all guests who call or enter the facility using the proper dialogue.
- ② Provides general information about the school to the public.
- ③ Responds to all service guest calls following the recommended dialogue in the Reservation Dialogue How-To and the Millennium/Meevo scheduling procedures.
- ④ Confirms reservations in advance, follows up with no-show reservations, and makes new guest service reservation follow-up calls and documents these tasks in the Millennium/Meevo task manager.
- ⑤ Resolves service guest challenges promptly and efficiently and follows the service refinement, communication, and documentation procedures, including passing along information to the appropriate team members.
- ⑥ Facilitates the service guest welcome and check-in, service completion, and guest checkout.
- ⑦ Provides accurate service prices and promotes monthly service and Take Home promotions.
- ⑧ Is knowledgeable about all Take Home products and services offered and can recommend additional services and Take Home products.
- ⑨ Can identify the top-selling Take Home items by generating reports in Millennium/Meevo.
- ⑩ Has reviewed the on-demand Paul Mitchell product resources.
- ⑪ Maintains the Take Home displays and shelves according to the PM Planner.
- ⑫ Assists the Future Professionals in completing the service experience and performing the 2-Minute Plan.
- ⑬ Mentors the Future Professionals on appropriate Take Home recommendations during the 2-Minute Plan and service checkout and endorses Future Professional recommendations using the Take Home Recommendation Form.
- ⑭ Follows the daily opening and closing procedures and balances the cash drawer using the Millennium/Meevo procedures.
- ⑮ Is proficient in Millennium/Meevo appointment scheduling and basic sales and service functions.
- ⑯ Maintains accurate guest records and obtains or updates guest information in Millennium/Meevo daily.
- ⑰ Prepares the Guest Service Folios and makes necessary schedule changes after Future Professional attendance has been documented.
- ⑱ Uses all service forms, including the Guest Information Cards, Guest Service Folios, and Take Home Recommendation Forms.
- ⑲ Responds to all prospective Future Professional inquiries and follows the Service Desk Team Telephone Script for Prospective Future Professionals.
- ⑳ Connects all prospective Future Professionals to the admissions department.
- ㉑ Gives a welcome experience to all walk-in prospective Future Professionals, when available.
- ㉒ Attends Huddle meetings (as needed), service desk meetings, monthly Town Hall meetings, team training, FUNraising, Free Hugs/Community Love, Capers, Style Extravaganza, and graduation celebrations to sustain the school culture and supports the Clinic Classroom Education Leader in communicating the extraordinary service experience and sales strategy and plan.
- ㉓ May be asked to perform other tasks as needed that do not appear on the job description.

### Note:

*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.*