

SERVICE DESK LEADER JOB DESCRIPTION

Qualifications: He or she is professional, has sales and service experience, and can coach and provide extraordinary service. Basic computer software skills and knowledge are required to perform this role.

Objective

The Service Desk Leader directs and manages the entire service desk team to facilitate extraordinary guest service and reservation experiences. He or she is ultimately responsible for building guest retention and guest traffic. He or she uses his or her proficient Take Home product and service knowledge in creating an extraordinary service experience for the school's service guests by coordinating services, scheduling reservations, and operating the cash drawer.

Essential Functions

The Service Desk Leader:

- 1 Directs the service desk team's daily reservation and service desk activities to meet or exceed the school's service sales and Take Home goals.
- 2 Manages and maintains the appointment book, assigns guest traffic and retention tasks to the team, and completes other assigned functions using Millennium/Meevo.
- 3 Models extraordinary service and answers the telephone using the approved telephone dialogues to schedule guest reservations, confirms reservations in advance, and manages all outbound calls that the Service Desk Coordinators conduct.
- 4 Coordinates Future Professional reservation schedule adjustments to accommodate their participation in student programs.
- 5 Mentors Future Professionals in guest service skills and the 2-Minute Plan.
- 6 Maintains communication with the Clinic Classroom Education Leader and Clinic Classroom Learning Leaders to assist in directing Future Professional performance and productivity, and provides regular sales progress reports to the Clinic Classroom Learning Leaders and Future Professionals.
- 7 Provides initial and ongoing training to the service desk team to include reservation, telephone, service, sales, and culture skills.
- 8 Trains, coaches, and assesses the performance of the reservation and service team.
- 9 Creates monthly schedules for all customer service training and provides a training calendar to the School Director and/or Clinic Classroom Education Leader.
- 10 Develops and manages a proactive reservation plan and implements the marketing strategies that the Clinic Classroom Education Leader sets.
- 11 Actively manages the guest service flow, working with the Clinic Classroom Education Leader to provide sales results feedback and direction to the Clinic Classroom Learning Leaders.
- 12 Coordinates the rotation of team members and shifts at the service desk and in the reservation center.
- 13 Provides a reservation update to the management team prior to the management team meeting.
- 14 Facilitates the sales and service daily update meeting with the service desk team.
- 15 Monitors the supply, use, and filing of all service guest forms, including the Guest Service Folio and Take Home Recommendation Forms.
- 16 Oversees and amends all service desk operations and procedures and maintains all electronic and paper records and service files.
- 17 Uses the Daily Clinic Classroom Checklist and the Sweep Team Checklist to maintain a beautiful service environment.
- 18 Is professional, friendly, and accommodating, and Creates Magic!
- 19 Manages marketing programs, such as guest loyalty and online marketing.
- 20 Resolves service guest challenges promptly and professionally using the Guest Satisfaction and Refinement Process procedure and documentation.
- 21 Totals the service tickets located in the Guest Service Folio at the end of the day and manages the daily opening and closing procedures and completion of the daily deposit.

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- 22 Attends Assembly meetings (as needed), weekly management meetings, monthly Town Hall meetings, team training, FUNraising, Free Hugs, Caper, 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 Acts as a trusted advisor to Future Professionals and maintains a professional relationship.
- 24 Maintains a professional personal image that represents the Paul Mitchell brand.
- 25 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.