

CLINIC FLOOR LEARNING LEADER

JOB DESCRIPTION

Qualifications

He or she maintains a current cosmetology, barbering, esthetic, or nail and instructor license.

Objective

The Clinic Floor Learning Leader motivates, mentors, and coaches all Future Professionals in their technical and guest service skills and creates extraordinary learning experiences on the clinic floor using objective-based education (O.B.E.), mini-classes, and learning centers.

Clinic Floor Learning Leader — Essential Functions

- 1 He or she inspects and facilitates all guest services to include a guest greeting, service consultations, stress-relief treatments, additional services, style consultations, service completion, rebooking, and Take Home recommendations.
- 2 He or she maintains his or her clinic floor zones throughout his or her shift and communicates with the Clinic Floor Leader if necessary to leave the clinic floor.
- 3 He or she inspects that clinic floor areas are branded and clean and that Future Professionals follow the specific service area setup, clean their service tools, sweep the floor, and follow the state board rules for sanitation and service safety. He or she conducts inspections multiple times throughout his or her work shift.
- 4 He or she is proficient in product knowledge and shares his or her knowledge with service guests and Future Professionals using the Experience Menu, *Paul Mitchell Product Guide Workbook*, and Take Home Recommendation Form.
- 5 He or she inspects and tracks the completion of all clinic floor forms, including the Guest Service Folio and Take Home Recommendation Form.
- 6 He or she uses the 4-Step Program, facilitates the guest flow, and inspects that the 10 Opportunities and 2-Minute Plan are followed during every service.
- 7 He or she meets or exceeds the standards of excellence included in the Clinic Floor Performance Evaluation.
- 8 He or she utilizes Paul Mitchell Schools cutting, men's cutting, color, texture, long hair, style and finish, makeup, skin, and nails technical skills when working on the clinic floor.
- 9 He or she motivates and coaches Future Professionals on customer focus and daily service and Take Home goals and guides the completion of the Service and Take Home Scorecard.
- 10 He or she provides student tutoring, educational assessments, planning, and formal grading by completing the worksheet evaluations and Service Tickets in the Guest Service Folio.
- 11 He or she provides extracurricular educational activities to include mini-classes and learning centers for classroom and clinic floor learning.
- 12 He or she attends Pow Wow, monthly Town Hall, and staff training.

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.

Community Member

The Clinic Floor Learning Leader is a happy and professional community member who performs the mission of Paul Mitchell Schools.

- 1 The Clinic Floor Learning Leader attends Pow Wow, staff training, Town Hall, FUNraising events, Free Hugs, Caper kickoff, Super Service Days, graduation, and celebrations to sustain the school culture.
- 2 He or she may be asked to perform other tasks as needed that do not appear on the job description.