



HAIR STYLIST

SUMMARY:

The key role of a hair stylist is to perform hair services for spa guests in accordance with spa and State Board of Cosmetology standards. Hair Stylists are specifically responsible for ensuring that their environment is kept tidy, that all sanitation requirements are upheld, that all SOP's are followed, and that each guest receives an optimal spa experience.

DUTIES AND RESPONSIBILITIES:

- Ensuring consistency of service and safety protocols and guest satisfaction at all times
- Greet each guest with professionalism and courtesy
- Assess and accommodate guest's need by inquiring about any specified preferences and any physical well-being or treatment guidelines
- Conduct hair services according to treatment protocols
- Demonstrate thorough knowledge of all hair services, utilized products, and treatment contraindications
- Demonstrate a thorough knowledge of and ability to perform current bridal and event style trends on all hair types with typical hair tools found within the salon
- Abide by all California State Board of Cosmetology guidelines
- Perform all core spa treatments listed on hair service menu as well as additional seasonal treatments
- Maintain "committed to" availability and noted scheduling capabilities
- Maintain a clean, organized, and well-stocked and safe work environment
- Complete hair stylist checklist following each shift
- Support spa team members with constructive and effective communication related to spa operations and guest service needs
- Complete the logging of any noted health concerns or guest notes into the spa system
- Communicate any immediate guest needs to Spa Concierge
- Arrive for first service 15 minutes prior to start time and complete work 15 minute following the last treatment unless otherwise remaining to assist with spa tasks or projects noted by Spa Director
- Maintain all guest privacy requirements as noted in guest privacy SOP
- Support safe work habits and a safe working environment at all times
- Other duties and jobs may be assigned as needed by supervisor

QUALIFICATIONS:

To perform this job successfully, an individual must be able to perform each essential duty

satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 5 years hair salon or spa experience
- Cosmetology Certification from California State Board of Cosmetology
- Excellent verbal and communication skills
- Must be adaptable to change and be able to multitask calmly and efficiently, with an emphasis on follow up, cooperation, and courtesy
- Knowledgeable of the spa environment and experience
- Outstanding interpersonal, guest service, listening, and problem-solving skills
- Must be highly organized and detail oriented
- Knowledgeable of computer booking software preferred
- Must meet legal age requirements for the position.
- Must be able to work independently
- Must provide valid document(s) to work in the US

EDUCATION/EXPERIENCE:

- High school diploma or equal to a GED; two years' experience in related field
- Completion of beauty school
- Minimum 5 years' experience working under license within a spa or medical environment

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met successfully to perform the essential functions of this job. Reasonable accommodations made to enable individuals with disabilities to perform the essential functions.

- Must be able to lift 25 lbs.
- Must be able to stand and walk for long periods of time.

LANGUAGE SKILLS:

- Must speak and communicate in English.
- Must be able to clearly communicate with guests, management and coworkers.

CERTIFICATES & LICENSES:

- Valid California Driver License is required
- Cosmetology License through California State Board of Cosmetology

WORK ENVIRONMENT:

The work environment at Bernardus Lodge ranges from winter time lows of 20 degrees to summer time highs to 100+ degrees. While performing these duties the employee may be exposed to outdoor and inclement weather conditions.

GROOMING & UNIFORM:

Employee must wear uniform at all times during scheduled hours. Uniforms are the property of Bernardus Lodge & Spa. Uniforms that have been tampered or destroyed will be the responsibility of the employee and disciplinary action will apply.

- Hair must be clean and kept at a reasonable length.
- All Food Servers, Culinary and Spa personnel must wear their hair tied back.
- No extreme dying or bleaching of hair is permitted.
- Fingernails must be clean and well-trimmed at all times.
- Antiperspirant or deodorant must be worn.
- Any self-inflicted marking (tattoo) on the body cannot be observed by the public.
- Cologne or perfume may be worn at a minimum.
- Nametags must always be worn, unless your department has a specific policy to the contrary.