

Shift Leads at Madison Reed's Hair Color Bar are aspiring business leaders who ensure excellent guest experience from arrival to departure, working through the appointment schedule, communicating with the guests, and ensuring the quality of every service by the team.

The Madison Reed Shift Lead follows the roadmap of success for their Hair Color Bar, supporting the Manager's initiatives within operational best practices and guidelines, working with their team to solicit diverse perspectives, innovate their business growth through positive community relationships, and promote the products, services and values of Madison Reed. As a keyholder, Shift Leads are the manager-on-duty when the manager is out, and are developing their business acumen and team management skills to be the next Manager of a Hair Color Bar. #livelifecolorfully

This role reports to the Manager, is full time and requires availability on weekends, holidays and other peak times based on business needs.

Responsibilities:

- Demonstrate and continue to develop leadership skills to provide a top tier employee and guest experience aligned with our values of Love, Joy, Trust, Courage and Responsibility.
- Lead by example through exhibiting sales and service behaviors in all interactions and communication with guests, including resolving guest service issues.
- Support all aspects of the business as needed, including but not limited to: front of house and back of house operations, adhering to all company standard operating procedures, and assisting guests with retail orders.
- Provide consultations & all services offered on the menu (including shampooing and conditioning, styling such as blow drying, flat ironing and curling, etc., and all chemical services.)
- Ability to step in as the manager-on-duty to foster a positive and collaborative approach, valuing team members ideas and insights through continuous coaching and feedback
- Contribute to achieving monthly sales goals and other key performance indicators, including but not limited to: retail sales, services, memberships.
- Ensure Hair Color Bar meets company standards as it relates to merchandising, inventory, company asset security.
- Demonstrate mastery of all Madison Reed systems, policies, processes and procedures
- Coach and develop team members to ensure the highest level of team culture, guest satisfaction, and Hair Color Bar performance through aligning individuals'

unique talents and abilities with the most relevant responsibilities.

- Grow within Madison Reed by participating in ongoing training and staying up to date on MR products and service offerings.
- Support recruiting, interviewing, onboarding, performance management, coaching, talent development and training of team members as needed by the Manager.

Physical Demands: While performing the duties of this position, team members will regularly stand, walk for four plus consecutive hours; repetitive and regular bending and twisting at the waist; manipulating fingers and hands, bend and reach wrists and arms, reach with hands and arms or move up to ten pounds. May occasionally sit, kneel, stoop, crouch, and lift, push, pull up to ten pounds. Additionally, team members will communicate regularly with guests via ongoing conversations and consultations.

Qualifications:

- Active cosmetology license in the state in which you are applying.
- 1+ year of experience as a colorist behind the chair within a salon environment.
- 1+ year of leadership experience in a customer facing environment.
- Effective communication, strong problem solving and people skills, in a fast-paced retail or salon environment.
- Comfortable operating point of sale systems
- Fluency in English

Benefits:

- Medical, Dental, Vision & FSA (FT Only)
- Employee Assistance Program (FT and PT)
- Pre-tax Commuter (Parking & Transit) Basic (FT Only *)
- Life AD&D (FT Only)
- Short & Long-term Disability (FT Only)
- Accident Insurance (FT Only)
- Critical Illness Hospital (FT Only)
- Hospital Indemnity (FT Only)
- Parental Leave* (FT Only - Dependent on Tenure and Position)
- Team Member Discount: Working Advantage (FT & PT)
- Pet Insurance (FT & PT)
- One Medical Membership (FT & PT)
- The College Tuition Benefit (FT & PT)
- 401k Plans (FT & PT)
- Paid Vacation Time (FT Only)
- Paid Holidays (FT & PT)

***Dependent on tenure & position**

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Madison Reed is proud to be an Equal Opportunity Employer. We do not discriminate on the basis of race, color, ancestry, national origin, religion or religious creed, mental or physical disability, medical condition, genetic information, sex (including pregnancy, childbirth and related medical conditions), sexual orientation, gender identity, gender expression, age, marital status, military or veteran status, citizenship, or other characteristics protected by state or federal law or local ordinance. Madison Reed has a zero tolerance for discrimination, racism, xenophobia, homophobia or misogyny in any form in our workplace. We strive to create a workplace where everyone feels empowered to bring their full, authentic selves to work every day.

Where applicable we comply with the Fair Chance Ordinance, and we will consider employment for qualified applicants with arrest and conviction records. All qualified applicants with arrest or conviction records will be considered for employment in accordance with the ordinance and state law. We value inclusion and access for all candidates, and we are pleased to provide reasonable accommodation as needed to complete the interview process. Please contact hiring@madison-reed.com to make a reasonable accommodation request. Requests must be submitted prior to your scheduled interview

ALERT: At Madison Reed, we take pride in creating a best-in-class candidate experience. During the recruitment process, no recruiter or employee will request financial or personal information (Social Security Number, credit card, driver's license, or bank information, etc.) from you via text or email. If you are suspicious of a job posting or job-related email mentioning Madison Reed, let us know by contacting us at hiring@madison-reed.com. We are aware of a scam whereby imposters are posing as employees from Madison Reed. Beware of anyone requesting financial or personal information. By providing your telephone number, you agree to receive automated (SMS) text messages and pre-recorded voice messages at that number from Madison Reed regarding all matters related to your application and, if you are hired, your employment and company business. Message & data rates may apply. You can opt out at any time by clicking the opt out option in your Paylocity profile.

Information for Recruiters: Madison Reed only accepts resumes directly from candidates. Madison Reed does not accept unsolicited resumes from staffing vendors, including recruitment agencies and/or search firms, and does not pay fees to any such vendors for any unsolicited resumes.